

# APPENDIX

# EXHIBIT 1



# Connect more. Spend less.

## Now a Family SharePlan® comes with **Friends & Family**®

With any Nationwide Family SharePlan 1400 Anytime Minutes or more.  
(Activation fees, taxes & other charges apply.)\*

### At no extra cost, you get:

- Unlimited calling to your top 10 numbers, on any network, even landlines, anywhere in the U.S.
- Unlimited calling with our 80 million customers on America's Largest Mobile to Mobile Calling Family.
- Unlimited Night & Weekend Calling.

### It's the best value in wireless!

## Plus, add lines for just \$999

Monthly Access each after 2 lines for \$69.99 Monthly Access on a Family SharePlan.  
(Activation fees, taxes and other charges apply.)\*



## Great gifts for grads!

### Buy any BlackBerry®, get one FREE!

All smartphones require new 2-yr. activation on a voice plan with email feature, or email plan. Free BlackBerry of equal or lesser value.



**BlackBerry Storm™**  
Innovative Touch Screen

**\$199<sup>99</sup>**



**BlackBerry Curve™**  
Inbox To Go

**\$99<sup>99</sup>**

\$169.99 2-yr. price – \$70 mail-in rebate debit card.



**Samsung Alias™2**  
Dual flip phone

**\$79<sup>99</sup>**

\$129.99 2-yr. price – \$50 mail-in rebate debit card. Requires a Nationwide Calling Plan.



**Samsung Trance™**  
Stylish music slider

**\$49<sup>99</sup>**

\$99.99 2-yr. price – \$50 mail-in rebate debit card.

**Switch to America's Largest and Most Reliable Wireless Network.**

**Call 1.800.811.7600**

**Click verizonwireless.com**

**Visit any store**

#### VERIZON WIRELESS COMMUNICATIONS STORES

See store for Return/Exchange Policy.

**CAMP HILL** Capital City Mall 717-737-8940  
**CARLISLE** Carlisle Crossing 717-243-0122  
**HARRISBURG** 4650 Jonestown Rd. 717-540-8270  
**HARRISBURG EAST** High Pointe Commons 717-561-0150  
**HUMMELSTOWN/HERSHEY** 237 Hershey Rd. (Rt. 39) 717-583-0454  
**MECHANICSBURG** Cumberland Marketplace 717-796-8200

In Collaboration with

Alcatel•Lucent



**BUSINESS CUSTOMERS**  
**1-800-899-4249**



Visit [vzw.com](http://vzw.com)  
to find a club  
near you.

**AUTHORIZED RETAILERS** Equipment prices, models, rebates and return policy vary by location. Authorized Retailers may impose additional equipment-related charges, including cancellation fees.

**ALLENTOWN**  
We R Wireless 610-437-2077  
**CAMP HILL**  
Freedom Wireless 717-731-9200

**HARRISBURG**  
Freedom Wireless  
Paxton St. 717-645-4435  
Colonial Park Mall 717-810-1863

**LEMOYNE**  
Wireless Sales 717-737-8800  
**MECHANICSBURG**  
**NEW!** Go Wireless 717-697-2000



\*Our Surcharges (incl. Fed. Univ. Svc. of 11.3% of interstate & int'l telecom charges (varies quarterly), 7¢ Regulatory & 85¢ Administrative/line/mo. & others by area) are not taxes (details: 1-888-684-1888); gov't taxes & our surcharges could add 6%–36% to your bill. Activation fee/line: \$35 (\$25 for secondary Family SharePlan lines w/ 2-yr. Agmts).

**IMPORTANT CONSUMER INFORMATION:** Subject to Cust. Agmt, Calling Plan, rebate form & credit approval. Up to \$175 early termination fee/line, up to 45¢/min. after allowance & add'l charges apply for data sent or received. Friends & Family®: Only domestic landline or wireless numbers (other than directory assistance, 900 numbers or customer's own wireless or voice mail access numbers) included; all eligible lines on an account share the same Friends & Family numbers, up to account's eligibility limits; set up & manage online. Offers & coverage, varying by svc., not available everywhere. Network details & coverage maps at [vzw.com](http://vzw.com). Limited-time offers. While supplies last. Nights: 9:01 pm–5:59 am M-F. Rebate debit card takes up to 6 wks. & exp. in 12 mos. © 2009 Verizon Wireless. ADCODE

## EXHIBIT 2





Search

Residential

Business

Wireless

- [Sign In](#)
- [Español](#)
- [About Us](#)
- [Contact Us](#)
- [Store Locator](#)
- [Cart Empty](#)

## Mobile Broadband

Our growing high-speed wireless network covers more than 280 million people in 264 major metropolitan areas and 268 primary airports in the U.S., so you can keep working even when you're on the go.

The reliable Mobile Broadband Evolution Data Optimized (EVDO) network from Verizon Wireless has been enhanced with EVDO Rev. A to deliver even faster data speeds and greater efficiencies for Web browsing and accessing your corporate intranet and email.

- Fast downloads – typical speeds of 600 to 1.4Mbps.<sup>1,2</sup>
- Fast uploads – typical speeds of 500 to 800 Kbps.<sup>1,2</sup>
- When in Mobile Broadband markets that do not yet have EV-DO Rev. A, you can expect download speeds of 400 to 700 Kbps and upload speeds of 60- to 80 Kbps.<sup>2</sup>

Traveling outside of the Mobile Broadband coverage area? No problem. You can rely on our NationalAccess network to provide fast downloads, quick access to your email, and efficient Internet searches in thousands of cities and towns across America whenever you're outside the Mobile Broadband Rate and Coverage Area.

- Access anywhere within the National Enhanced Services Rate and Coverage Area
- Connect at speeds bursting up to 144 Kbps, with typical speeds of 60 to 80 Kbps<sup>3</sup>

## Mobile Broadband Coverage

- |                                      |                                |
|--------------------------------------|--------------------------------|
| <a href="#">Alabama</a>              | <a href="#">Mississippi</a>    |
| <a href="#">Arizona</a>              | <a href="#">Missouri</a>       |
| <a href="#">Arkansas</a>             | <a href="#">Nebraska</a>       |
| <a href="#">California</a>           | <a href="#">Nevada</a>         |
| <a href="#">Colorado</a>             | <a href="#">New Hampshire</a>  |
| <a href="#">Connecticut</a>          | <a href="#">New Jersey</a>     |
| <a href="#">District of Columbia</a> | <a href="#">New Mexico</a>     |
| <a href="#">Florida</a>              | <a href="#">New York</a>       |
| <a href="#">Georgia</a>              | <a href="#">North Carolina</a> |
| <a href="#">Hawaii</a>               | <a href="#">Ohio</a>           |
| <a href="#">Idaho</a>                | <a href="#">Oklahoma</a>       |
| <a href="#">Illinois</a>             | <a href="#">Oregon</a>         |
| <a href="#">Indiana</a>              | <a href="#">Pennsylvania</a>   |
| <a href="#">Iowa</a>                 | <a href="#">Rhode Island</a>   |
| <a href="#">Kansas</a>               | <a href="#">South Carolina</a> |
| <a href="#">Kentucky</a>             | <a href="#">South Dakota</a>   |
| <a href="#">Louisiana</a>            | <a href="#">Tennessee</a>      |
| <a href="#">Maryland</a>             | <a href="#">Texas</a>          |
| <a href="#">Massachusetts</a>        | <a href="#">Utah</a>           |
| <a href="#">Michigan</a>             | <a href="#">Virginia</a>       |
| <a href="#">Minnesota</a>            | <a href="#">Washington</a>     |
|                                      | <a href="#">Wisconsin</a>      |

- Get the authentication and data protection provided by the Verizon Wireless CDMA digital network

[View the Verizon Wireless Coverage Map](#)

<sup>1</sup> Speeds require an EV-DO Rev. A-capable device. When using an EV-DO device that is not Rev. A-capable or traveling in the extended Broadband Rate and Services Area, you can expect download speeds of 400-700 Kbps and upload speeds of 60-80 Kbps.

<sup>2</sup> Mobile Broadband speed claims based on our network tests with 5 MB FTP data files, without compression. VZAccess Manager will indicate when you're in a Rev. A coverage area.

<sup>3</sup> NationalAccess speed claim based on our network tests with 101 KB FTP data files.

[Mobile Broadband Terms and Conditions](#)

© 2009 Verizon Wireless

[Site Map](#) | [Privacy](#) | [Legal Notices](#) | [Website Use](#) | [Customer Agreement](#) | [Return Policy](#) | [Worry Free Guarantee](#) | [Best Network](#)



## EXHIBIT 3

UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED

UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED

UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED

UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED

UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED

UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED

UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED



# TALK IS CHEAP.

**Now get unlimited, nationwide calling with 3 popular calling features  
for only \$49.99 a month (plus taxes and fees).**

**CALL 1.888.558.6811**

**It's the Network**

**VZ009209SS-PD**



## TALK AS LONG AS YOU LIKE FOR ONE LOW PRICE WITH VERIZON FREEDOM ESSENTIALS.

Keeping in touch with friends and family has never been easier — or more affordable — than with **Verizon Freedom® Essentials**.

- Get unlimited residential calling and call anytime, to anywhere in the U.S. — including Puerto Rico, Guam, the U.S. Virgin Islands — and to Canada
- Includes Caller ID, Call Waiting and Home Voice Mail (where available)
- Enjoy crystal-clear voice quality on Verizon's 99.9% reliable network

Sign up now and enjoy every word — and every minute — with Verizon Freedom Essentials.

**CALL 1.888.558.6811** (Mon.–Sun., 7am–12am ET)  
today and get a great deal on Verizon home phone service.

**verizon.com**

Plan includes residential direct-dialed calls only. Additional charges, taxes and terms apply. Service availability varies. Valid through 12/31/09 in DC, DE, FL, MA, NC, NY, OR, PA, RI, SC, VA and WA. ©2009 Verizon.

**UNLIMITED LOCAL  
AND NATIONWIDE  
LONG DISTANCE CALLING**

**\$49<sup>99</sup>**  
/month, plus  
taxes and fees

**It's the Network**

**VZ009209SS-PD**

## EXHIBIT 4



\$150 BACK\* AND A 2-YEAR  
PRICE GUARANTEE.

THERE'S NO BETTER TIME TO UPGRADE YOUR HOME TO VERIZON FiOS.

2-YEAR PRICE GUARANTEE

\$99.99/month

PLUS GET

\$150 BACK\*

PRICE FOR NEW VERIZON FiOS CUSTOMERS PURCHASING  
FiOS TV ESSENTIALS, 10/2 MBPS INTERNET AND  
VERIZON FREEDOM® ESSENTIALS. ONE-YEAR  
AGREEMENT REQUIRED, PLUS TAXES & FEES.  
Offer Valid 4/19/09 – 6/20/09. Install by 8/20/09.\*

- **FiOS® TV** — Packages available with access to over 100 HD channels\*\*
- **FiOS Internet** — With a wireless router at no additional cost
- **Phone service** with 99.9% network reliability
- **Premium installation included** — Expert service by highly-trained technicians



THIS IS  
FiOS.  
THIS IS  
BIG.

CALL 1.XXX.XXX.XXXX OR CLICK [verizon.com/xxxxxxxxxxxxxxxxxx](#)

*Hancock* © 2008 Columbia Pictures Industries, Inc. Starz and related channels and service marks are property of Starz Entertainment, LLC. No celebrity endorsement implied. FiOS TV Movie Package available at an additional cost.

\*\$150 back via Visa prepaid card. Your card is issued by MetaBank pursuant to a license from Visa U.S.A. Inc. Card can be used anywhere Visa debit cards are accepted. Present card and ID to Visa member bank to obtain cash. No cash access at ATMs or point of sale. To qualify, customer must be enrolled in service for 60 days with no past due balance. Card will be sent within 90 days of in-service date. Other terms and conditions apply.

\*\*100 HD channels package available at additional monthly cost.

For new Verizon FiOS TV or Internet residential customers only. Price guarantee applies to base monthly rate only and excludes taxes, surcharges and optional services. Rate may change after 24 months. \$179 early termination fee applies. \$34.99 activation fee. Speeds may vary. Offer subject to credit approval and may require a deposit. Other charges, taxes and terms apply. FiOS available in select areas. Battery backup for standard fiber-based voice service and E911 (but not VOIP) for up to 8 hours. ©2009 Verizon.

XXXXXXXX-X-X

4.20 PZ3 ADVO FSI  
Version #1

DEPT.	SIGN OFF	DATE
Proof Reader:		
Art Director:		
Copy Writer:		
Production:		
Account Exec.:		
Traffic Mgr.:		
Studio QC:		
Spell Check:		

Job #: CCT90023  
Client: Verizon  
Job Name: April 20 ADVO FSI  
Studio Artist: Tammy  
Proof #: 8\_ReRelease

LH: In Progress  
Save Date: 3-23-2009 4:08 PM  
Previous User: ipgna\paul.iannuzzo  
Document Path: Macintosh  
HD:Users:tammy:Desk...23:90023\_CCT\_  
April20\_ADVO\_FSI.indd

- Cyan
- Magenta
- Yellow
- Black
- Tower 2 Black
- PMS 1795 C

B:8.75" T:8.5"

# Verizon FiOS TV with Access to Over 100 HD Channels\*\*

Visit [verizon fios.com/tv](http://verizon fios.com/tv) to view the HD channel lineup in your area.

## FiOS® TV LOCAL

Channels vary by region¹

## FiOS TV ESSENTIALS & FiOS TV EXTREME HD

### ENTERTAINMENT

USA Network  
TNT  
TBS  
FX  
Spike TV  
**SPORTS**  
ESPN  
ESPN Classic Sports  
ESPNNews  
ESPN2  
Regional Sports Programming  
Speed Channel  
Fox Soccer Channel  
Big Ten Network  
MLB Network  
NHL Network\*\*\*²  
NFL Network  
Versus  
CBS College Sports Network\*\*\*²

### NEWS

CNN  
CNN Headline News  
CNBC  
MSNBC¹¹  
Bloomberg TV  
CNN International  
CNBC World  
BBC World News  
ABC News Now  
C-SPAN  
C-SPAN 2  
C-SPAN 3  
Fox Business Network  
Fox News  
The Weather Channel

### INFO & EDUCATION

Discovery Channel  
National Geographic Channel  
Science Channel  
Investigation Discovery  
Pentagon Channel  
Military Channel  
Military History Channel  
History Channel International  
History Channel  
Bio  
Animal Planet  
TV Info  
TLC  
**WOMEN**  
Lifetime  
Lifetime Movie Network  
Lifetime Real Women  
SOAPnet  
Oxygen  
WE: Women's Entertainment

### MARKETPLACE

QVC  
HSN  
Jewelry  
Shop NBC

### HOME & LEISURE

Style  
Discovery Health  
Veria TV  
Fit TV  
Food Network  
HGTV  
Fine Living  
DIY Network  
Planet Green  
Wealth TV  
Travel Channel

### POP CULTURE

Sci-Fi Channel  
A&E  
Crime & Investigation Network  
truTV

GSN  
Bravo  
Sleuth  
Logo  
Ovation  
BBC America  
Comedy Central  
G4  
Current TV\*\*\*  
Chiller\*\*\*  
E! Entertainment Television  
Fox Reality  
Fuel  
ABC Family

### MUSIC

MTV Channels  
Fuse  
VH1 Channels  
BET Jazz  
CMT  
CMT Pure Country  
Great American Country  
Gospel Music Channel  
BET Gospel  
Soundtrack Channel

### MOVIES

Turner Classic Movies  
AMC  
Fox Movie Channel  
ReelzChannel  
**FAMILY**  
Hallmark Channel  
Family Net  
AmericanLife TV  
TV Land  
Retirement Living  
Blue Highways TV\*\*\*  
RFD TV\*\*\*

### KIDS

Disney Channel  
Toon Disney  
Nickelodeon  
Nick 2  
Nick Toons  
The N  
Noggin  
Cartoon Network (ESP)³  
Boomerang (ESP)³  
Discovery Kids  
FUNimation  
PBS Kids Sprout

### PEOPLE & CULTURE

BET  
TV One  
MTV Tr3s  
Galavisión  
Mun2  
Si TV  
CCTV-9  
Bridges TV  
HITn  
**RELIGION**  
INSP  
I-Life  
Church Channel  
JCTV  
BYU Television  
Three Angels Broadcasting Network  
The Word Network  
Smile of a Child  
Trinity Broadcasting Network

## FiOS TV EXTREME HD SPORTS CHANNELS\*\*\*²

Fox College Sports — Atlantic²  
Fox College Sports — Central²  
Fox College Sports — Pacific²  
The Tennis Channel  
Golf Channel  
Outdoor Channel  
The Sportsman Channel  
Fox Sports en Español  
GOL TV  
TVG (Horse Racing)  
Horse Racing TV

World Fishing Network  
MavTV  
Blackbelt TV

## MOVIE PACKAGE\*\*

Starz Channels  
Encore Channels  
Showtime Channels  
TMC Channels  
Flix Channels  
Sundance  
Independent Film Channel¹

## PREMIUMS\*\*

### HBO

HBO Channels

### CINEMAX

Cinemax Channels

### OTHER PREMIUMS

Playboy TV  
Playboy TV en Español  
here!

## INTERNATIONAL PREMIUMS\*\*

Chinese  
South Asian  
Filipino  
South Asian — Punjabi  
Korean  
Portuguese  
Vietnamese  
Cambodian  
Japanese  
French  
Italian  
Russian¹¹  
Polish  
Balkan  
Armenian  
Arabic  
Romanian  
Persian  
German

## VIDEO ON DEMAND\*\*

FiOS Video On Demand

## PAY PER VIEW/ SUBSCRIPTION SPORTS

TVN Events  
Hot Choice PPV  
Setanta Sports  
ESPN Game Plan/Full Court  
MLB Extra Innings/  
NHL Center Ice¹¹

## LA CONEXIÓN

Entertainment  
Sports  
News  
Info & Education  
Women  
Marketplace  
Home & Leisure  
Pop Culture  
Music  
Movies  
Family  
Kids  
TBN Enlace  
EWTN Español

## SPANISH LANGUAGE\*\*

Galavisión  
WAPA TV  
ESPN Deportes  
Fox Sports en Español  
GOL TV  
CNN en Español  
Canal SUR

TVE Internacional  
History Channel en Español  
Discovery en Español  
Infinito  
HITn  
MTV Tr3s  
Telehit  
De Película  
De Película Clásico  
Cine Latino  
Cine Mexicano  
La Familia  
Discovery Familia  
TV Chile

TV Colombia  
¡Sorpresa!  
Toon Disney Español  
Boomerang (ESP)³  
TBN Enlace  
EWTN Español

## DIGITAL MUSIC

Music Choice  
Urge Radio

## 2-YEAR PRICE GUARANTEE

**\$99.99** /month

PLUS GET  
**\$150 BACK\***

PRICE FOR NEW VERIZON FiOS CUSTOMERS PURCHASING FiOS TV ESSENTIALS, 10/2 MBPS INTERNET AND VERIZON FREEDOM® ESSENTIALS. ONE-YEAR AGREEMENT REQUIRED, PLUS TAXES & FEES.

Offer Valid 4/19/09–6/20/09. Install By 8/20/09.\*

• **FiOS TV** — Packages available with access to over 100 HD channels.

• **FiOS Internet** — With a wireless router at no additional cost.

• **Crystal-Clear Calling** — Call anywhere in the U.S. and to Canada, anytime.

• **DVR** — Optional Standard, HD or HD Multi-Room DVR.

• **Premium Installation Included** — Expert service by highly-trained technicians.

• **Act Now** — Guarantee your price for 2 years.

**1.XXX.XXX.XXXX**

[verizon.com/xxxxx](http://verizon.com/xxxxx)

Verizon FiOS TV is frequently changing its channel offerings. ¹For a complete listing of all the Verizon FiOS TV channels available in your area visit [verizon fios.com](http://verizon fios.com). ²Customers in some areas of NY and NJ are only eligible for these channels when subscribed to the Sports Package. ³A Spanish-language Secondary Audio Program (SAP) is available for selection. \*\*Subscription to corresponding FiOS TV Essentials and FiOS TV Extreme HD package required. \*\*\*Exclusive to FiOS TV Extreme HD package. ¹HBO or Cinemax subscription includes Independent Film Channel. ¹¹Limited availability. Programming services offered within each package are subject to change, and not all programming services will be available at all times. Blackout restrictions also apply. ©2009 Verizon. XX-X-X

## 4.20 PZ3 ADVO FSI (back) Version #1

DEPT.	SIGN OFF	DATE
Proof Reader:		
Art Director:		
Copy Writer:		
Production:		
Account Exec.:		
Traffic Mgr.:		
Studio QC:		
Spell Check:		

Job #: CCT90023  
Client: Verizon  
Job Name: April 20 ADVO FSI  
Studio Artist: Tammy  
Proof #: 8\_ReRelease

LH: In Progress  
Save Date: 3-23-2009 4:08 PM  
Previous User: ipgna\paul.iannuzzo  
Document Path: Macintosh  
HD:Users:tammy:Desk...23:90023\_CCT\_  
April20\_ADVO\_FSI.indd

Cyan  
Magenta  
Yellow  
Black  
Tower 2 Black  
PMS 1795 C



## EXHIBIT 5



IT'S THE BEST PICTURE QUALITY.  
**PERIOD.**  
IN FACT, YOU MAY GIVE IT A STANDING OVATION.

**VERIZON FiOS® TV ESSENTIALS,  
PLUS VERIZON FiOS® INTERNET 10/2 Mbps &  
VERIZON FREEDOM ESSENTIALS<sup>SM</sup>**

**\$XXXX**  
/month  
with 1-year agreement (plus taxes and fees)



**THIS IS  
FiOS.  
THIS IS  
BIG.**

TO LEARN MORE,  
**CALL 1.877.280.0587**  
**CLICK** [verizon.com/fiostripleplay97](http://verizon.com/fiostripleplay97)

FE

DEPT.	SIGN OFF	DATE
Proof Reader:		
Art Director:		
Copy Writer:		
Production:		
Account Exec.:		
Traffic Mgr.:		
Studio QC:		
Spell Check:		

Job #: CCT80060  
Client: Verizon  
Job Name: Oct Pict Quality Es-  
sentials\_FSI  
Studio Artist: Scott  
Proof #: 4

Save Date: 9-15-2008 9:17 PM  
Previous User: ipgna\monica.foronda  
Document Path: Macintosh  
HD:Users:scott\Desktop:Scott Chroni-  
cle...9\_15:80060\_CCT:80060\_CCT\_Oct\_  
Pict\_Essential\_FSI.indd

- Cyan
- Magenta
- Yellow
- Black
- Tower 2 Black
- PMS 1795 C



# YOUR JAW WILL DROP. YOUR PULSE WILL RACE. YOU'LL SIMPLY BE BLOWN AWAY.

## This is what happens when Verizon brings fiber optics straight to your home.

- Over 200 all-digital most popular channels  
(Visit [verizon.com/fiostvchannels](http://verizon.com/fiostvchannels) for a complete  
listing of TV channels in your area.)
- Up to 10/2 Mbps Internet speed for incredibly fast  
uploads and downloads
- Call anywhere in the U.S. (including to Puerto Rico,  
Guam and the U.S. Virgin Islands) and to  
Canada — anytime
- Get Caller ID, Call Waiting and Home Voice Mail  
(where available)

**VERIZON FiOS® TV ESSENTIALS,  
PLUS FiOS® INTERNET 10/2 Mbps &  
VERIZON FREEDOM ESSENTIALS<sup>SM</sup>**

\$9999

/month

with 1-year agreement (plus taxes and fees)

**Hurry, order Verizon Triple Freedom<sup>SM</sup> online by 11/13/08 and save an additional  
\$10 a month for the first year through bill credits within 3 months after order.**

**TO LEARN MORE , CALL 1.877.280.0587 OR CLICK [verizon.com/fiostripleplay97](http://verizon.com/fiostripleplay97) OR VISIT any store below:**

- VERIZON WIRELESS  
Beaverton**  
18021 Northwest Evergreen Pkwy

**Gresham**  
1031 Northwest Civic Dr

**Tigard**  
7174 Southwest Hazelfern Rd

**VERIZON PLUS  
Hillsboro**  
2345 Northwest 185th Ave  
Ste G-127

**Gresham**  
314 Northwest Eastman Pkwy

Bill credit starts within three months after order. Offer end date 11/13/08. Rate may change after 12 months. \$29.99 activation charge. \$179 early termination fee. Speeds may vary. Other charges, taxes and terms apply.  
FiOS available in select areas. Battery backup for standard fiber-based voice and E911 (but not for VOIP) for up to 8 hours. ©2008 Verizon. All Rights Reserved.

60-F-S4

Freedom Essentials:  
Portland Oregonian

DEPT.	SIGN OFF	DATE
Proof Reader:		
Art Director:		
Copy Writer:		
Production:		
Account Exec.:		
Traffic Mgr.:		
Studio QC:		
Spell Check:		

Job #: CCT80060  
Client: Verizon  
Job Name: Oct Pict Quality Es-  
sentials\_FSI  
Studio Artist: Scott  
Proof #: 4

Save Date: 9-15-2008 9:17 PM  
Previous User: ipgna\monica.foronda  
Document Path: Macintosh  
HD:Users:scott\Desktop:Scott Chroni-  
cle...9\_15:80060\_CCT:80060\_CCT\_Oct\_  
Pict\_Essential\_FSI.indd

- Cyan
- Magenta
- Yellow
- Black
- Tower 2 Black
- PMS 1795 C

## EXHIBIT 6

B:8.75"  
T:8.5"



# SO MUCH HD, SO LITTLE TIME.

ACT NOW AND GET \$150 BACK\* WHEN YOU SIGN UP  
FOR THE AMAZING PICTURE AND SOUND OF FIOS®.

2-YEAR PRICE GUARANTEE

**\$99.99**  
/month

PLUS GET

**\$150**  
**BACK\***

PRICE FOR NEW VERIZON FIOS CUSTOMERS PURCHASING  
Fios TV ESSENTIALS, 10/2 MBPS INTERNET AND  
VERIZON FREEDOM® ESSENTIALS. ONE-YEAR  
AGREEMENT REQUIRED, PLUS TAXES & FEES.  
Offer Valid 2/22/09–4/18/09. Install By 6/18/09.\*

- **FiOS® TV** with the “Best HD Quality,” according to *Electronichouse.com*, 12/19/07
- **FiOS Internet** with speeds that outperform cable
- **Phone service** with 99.9% network reliability

**1.XXX.XXX.XXXX**  
**verizon.com/xxxxxxxxxxxxx**



**THIS IS**  
**FiOS.**  
**THIS IS**  
**BIG.**

*You Don't Mess with the Zohan* ©2008 Columbia Pictures Industries, Inc. and Beverly Blvd, LLC. Starz and related channels and service marks are property of Starz Entertainment, LLC. Visit [starz.com](http://starz.com) for airdate/times.

\*\$150 provided via prepaid bank card. Card can be used where prepaid bank cards are accepted. To obtain cash from your card, visit a participating bank and present your card and ID. Must be enrolled in service for 31 days to receive card which will be sent within 60 days of in-service date. Other terms and conditions apply.

For new Verizon FiOS TV or Internet residential customers only. Price guarantee applies to base monthly rate only and excludes taxes, surcharges and optional services. Rate may change after 24 months. \$179 early termination fee applies. \$34.99 activation charge waived via credit. Speeds may vary. Offer subject to credit approval and may require a deposit. Other charges, taxes and terms apply. FiOS available in select areas. Battery backup for standard fiber-based voice service and E911 (but not VOIP) for up to 8 hours. Valid 2/22/09 through 4/18/09. Must install by 6/18/09. ©2009 Verizon.

XXXXXXX-X-X

## 4.6 Last Chance ADVO FSI (front)v Non-JD Version

MFM WORLDWIDE	DEPT.	SIGN OFF	DATE
	Proof Reader:		
	Art Director:		
	Copy Writer:		
	Production:		
	Account Exec.:		
	Traffic Mgr.:		
	Studio QC:		
	Spell Check:		

Job #: CCT90020  
Client: Verizon  
Job Name: 4.6 Last Chance ADVO FSI  
Studio Artist: **Scott Schlemmer**  
Proof #: 8-release

LH: In Progress  
Save Date: 3-23-2009 9:30 PM  
Previous User: ipgna\Holly.VanVoast  
Document Path: Macintosh  
HD:Users:scott:Desk...90020\_CCT\_4\_6\_  
LstChn\_ADVO\_FSI.indd

- Cyan
- Magenta
- Yellow
- Black
- Tower 2 Black
- PMS 1795 C

Verizon FiOS® Channel Lineup

Visit verizon fios.com/tv to view the complete channel lineup.

Fios® TV LOCAL

1–49 Channels vary by region¹

Fios TV ESSENTIALS & Fios TV EXTREME HD ENTERTAINMENT

- 50 USA Network
- 51 TNT
- 52 TBS
- 53 FX
- 54 Spike TV
- SPORTS
- 70 ESPN
- 71 ESPN Classic Sports
- 72 ESPNNews
- 73 ESPNU
- 74 ESPN2
- 76–77 Regional Sports Programming
- 83 Speed Channel
- 84 Fox Soccer Channel
- 85 Big Ten Network
- 86 MLB Network
- 87 NHL Network\*\*\*²
- 88 NFL Network
- 90 Versus
- 94 CBS College Sports Network\*\*\*²

- NEWS
- 100 CNN
- 101 CNN Headline News
- 102 CNBC
- 103 MSNBC††
- 104 Bloomberg TV
- 105 CNN International
- 106 CNBC World
- 107 BBC World News
- 108 ABC News Now
- 109 C-SPAN
- 110 C-SPAN 2
- 111 C-SPAN 3
- 117 Fox Business Network
- 118 Fox News
- 119 The Weather Channel

- INFO & EDUCATION
- 120 Discovery Channel
- 121 National Geographic Channel
- 122 Science Channel
- 123 Investigation Discovery
- 124 Pentagon Channel
- 125 Military Channel
- 126 Military History Channel
- 127 History Channel International
- 128 History Channel
- 129 Bio
- 130 Animal Planet
- 131 TV Info
- 139 TLC

- WOMEN
- 140 Lifetime
- 141 Lifetime Movie Network
- 142 Lifetime Real Women
- 143 SOAPnet
- 144 Oxygen
- 149 WE: Women's Entertainment

- MARKETPLACE
- 150 QVC
- 151 HSN
- 155 Jewelry
- 157 Shop NBC
- HOME & LEISURE
- 160 Style
- 161 Discovery Health
- 162 Veria TV
- 163 Fit TV
- 164 Food Network
- 165 HGTV
- 166 Fine Living
- 167 DIY Network
- 168 Planet Green

- 169 Wealth TV
- 170 Travel Channel
- POP CULTURE
- 180 Sci-Fi Channel
- 181 A&E
- 182 Crime & Investigation Network
- 183 truTV
- 184 GSN
- 185 Bravo
- 186 Sleuth
- 187 Logo
- 188 Ovation
- 189 BBC America
- 190 Comedy Central
- 191 G4
- 192 Current TV\*\*\*
- 193 Chiller\*\*\*
- 196 El Entertainment Television
- 197 Fox Reality
- 198 Fuel
- 199 ABC Family

- MUSIC
- 210–214 MTV Channels
- 216 Fuse
- 217–219 VH1 Channels
- 220 BET Jazz
- 221 CMT
- 222 CMT Pure Country
- 223 Great American Country
- 224 Gospel Music Channel
- 225 BET Gospel
- 229 Soundtrack Channel

- MOVIES
- 230 Turner Classic Movies
- 231 AMC
- 232 Fox Movie Channel
- 233 ReelzChannel
- FAMILY
- 240 Hallmark Channel
- 242 Family Net
- 243 AmericanLife TV
- 244 TV Land
- 245 Retirement Living
- 246 Blue Highways TV\*\*\*
- 247 RFD TV\*\*\*

- KIDS
- 250 Disney Channel
- 251 Toon Disney
- 252 Nickelodeon
- 253 Nick 2
- 254 Nick Toons
- 255 The N
- 256 Noggin
- 257 Cartoon Network (ESP)\*
- 258 Boomerang (ESP)\*
- 259 Discovery Kids
- 262 FUNimation
- 263 PBS Kids Sprout

- PEOPLE & CULTURE
- 270 BET
- 271 TV One
- 273 MTV Tr3s
- 274 Galavisión
- 275 Mun2
- 276 Si TV
- 277 CCTV-9
- 278 Bridges TV
- 279 HITn
- RELIGION
- 285 EWTN
- 286 INSP
- 287 I-Life
- 288 Church Channel
- 289 JCTV
- 290 BYU Television
- 291 Three Angels Broadcasting Network
- 292 The Word Network
- 294 Smile of a Child
- 295 Trinity Broadcasting Network

- Fios TV EXTREME HD SPORTS CHANNELS\*\*\*²
- 300 Fox College Sports — Atlantic²
- 301 Fox College Sports — Central²
- 302 Fox College Sports — Pacific²
- 303 The Tennis Channel
- 304 Golf Channel
- 307 Outdoor Channel
- 308 The Sportsman Channel
- 311 Fox Sports en Español
- 313 GOL TV
- 315 TVG (Horse Racing)
- 316 Horse Racing TV
- 317 World Fishing Network
- 318 MavTV
- 319 Blackbelt TV

- MOVIE PACKAGE\*\*
- 340–349 Starz Channels
- 350–362 Encore Channels
- 365–380 Showtime Channels
- 385–388 TMC Channels
- 390–391 Flix Channels
- 392 Sundance
- 394 Independent Film Channel†

- PREMIUMS\*\* HBO
- 400–413 HBO Channels
- CINEMAX
- 420–431 Cinemax Channels
- OTHER PREMIUMS
- 440 Playboy TV
- 441 Playboy TV en Español
- 445 here!

- Fios TV EXTREME HD HI-DEFINITION ENTERTAINMENT\*\*\*
- 550 USA HD
- 551 TNT HD
- 552 TBS HD
- 553 FX HD
- 567 Universal HD
- 568 WGN America HD
- 569 HD Net

- SPORTS\*\*\*
- 570 ESPN HD
- 572 ESPNNews HD
- 573 ESPNU HD
- 574 ESPN2 HD
- 576–577 Regional Sports Programming
- 583 Speed HD
- 585 Big Ten Network HD
- 586 MLB Network HD
- 587 NHL Network HD\*\*\*²
- 588 NFL Network HD
- 590 Versus HD
- 591 Outdoor Channel 2 HD\*\*\*²
- 592 The Tennis Channel HD\*\*\*²
- 593 Golf HD\*\*\*²
- 597 World Fishing Network HD\*\*\*²
- 598 MavTV HD\*\*\*²

- NEWS\*\*\*
- 600 CNN HD
- 602 CNBC HD+
- 617 Fox Business Network HD
- 618 Fox News Channel HD
- 619 The Weather Channel HD
- INFO & EDUCATION\*\*\*
- 620 Discovery Channel HD
- 621 National Geographic Channel HD
- 622 Science Channel HD
- 625 Smithsonian Channel HD
- 628 History Channel HD
- 629 Bio HD

- 630 Animal Planet HD
- 631 HD Theater
- 639 TLC HD
- WOMEN\*\*\*
- 640 Lifetime HD
- 641 Lifetime Movie Network HD
- MARKETPLACE\*\*\*
- 650 QVC HD
- 651 HSN HD
- HOME & LEISURE\*\*\*
- 664 Food Network HD
- 665 HGTV HD
- 668 Planet Green HD
- 669 Wealth TV HD
- 670 Travel Channel HD

- POP CULTURE\*\*\*
- 680 Sci-Fi Channel HD
- 681 A&E HD
- 685 Bravo HD
- 699 ABC Family HD
- MUSIC\*\*\*
- 711 Palladia HD
- MOVIES\*\*\*
- 740 Hallmark Movie Channel HD
- 744 MGM Channel HD
- 746 HD Net Movies

- KIDS\*\*\*
- 780 Disney Channel HD
- 781 Toon Disney HD

- HI-DEFINITION MOVIE PACKAGE HD\*\*
- 840 Starz HD
- 842 Starz Edge HD
- 845 Starz Kids & Family HD
- 847 Starz Comedy HD
- 850 Encore HD
- 865–874 Showtime Channels
- 885–888 TMC Channels
- PREMIUMS\*\*
- 899–913 HBO Channels
- 920–931 Cinemax Channels

- VIDEO ON DEMAND\*\*
- 900 FIOS Video On Demand

- PAY PER VIEW/ SUBSCRIPTION SPORTS
- 1000 TVN Events
- 1001 HD PPV Events
- 1005 Hot Choice PPV
- 1009 Setanta Sports
- 1010–1015 ESPN Game Plan/Full Court
- 1474 MLB Extra Innings/ NHL Center Ice HD††
- 1475–1488 MLB Extra Innings/ NHL Center Ice††
- 1489 NBA League Pass/ MLS Direct Kick HD

- LA CONEXIÓN
- 1500–1508 Entertainment
- 1520–1523 Sports
- 1540–1549 News
- 1560–1566 Info & Education
- 1580–1581 Women
- 1600–1603 Marketplace
- 1620–1625 Home & Leisure
- 1640–1648 Pop Culture
- 1660–1665 Music
- 1680–1686 Movies
- 1700–1707 Family
- 1720–1729 Kids
- 1740 TBN Enlace
- 1741 EWTN Español

SPANISH LANGUAGE\*\*

- 1503 Galavisión
- 1508 WAPA TV
- 1520 ESPN Deportes
- 1521 Fox Sports en Español
- 1523 GOL TV
- 1540 CNN en Español
- 1549 Canal SUR
- 1560 TVE Internacional
- 1561 History Channel en Español
- 1563 Discovery en Español
- 1620 Infinito
- 1648 HITn
- 1660 MTV Tr3s
- 1662 Telehit
- 1680 De Película
- 1681 De Película Clásico
- 1685 Cine Latino
- 1686 Cine Mexicano
- 1701 La Familia
- 1702 Discovery Familia
- 1704 TV Chile
- 1705 TV Colombia
- 1720 ¡Sorpresa!
- 1722 Toon Disney Español
- 1724 Boomerang (ESP)\*
- 1740 TBN Enlace
- 1741 EWTN Español

INTERNATIONAL PREMIUMS\*\*

- 1750–1751 Chinese
- 1752–1754 South Asian
- 1755–1756 Filipino
- 1757 South Asian — Punjabi
- 1760–1763 Korean
- 1764 Portuguese
- 1765 Vietnamese
- 1766–1767 Cambodian
- 1770 Japanese
- 1771 French
- 1772 Italian
- 1773–1775 Russian††
- 1776 Polish
- 1777–1778 Balkan
- 1779 Armenian
- 1780–1782 Arabic
- 1783–1784 Romanian
- 1785 Persian
- 1787–1788 German

DIGITAL MUSIC

- 1800–1846 Music Choice
- 1900–1951 Urge Radio

GET FIOS TV, INTERNET AND PHONE TOGETHER FOR JUST

\$99.99/month for one year

PRICE FOR NEW VERIZON FIOS CUSTOMERS PURCHASING FIOS TV ESSENTIALS, 10/2 MBPS INTERNET AND VERIZON FREEDOM® ESSENTIALS. ONE-YEAR AGREEMENT REQUIRED, PLUS TAXES AND FEES.

- **Fios TV** — Additional packages available with up to 100 HD channels
- **Fios Internet** — Speeds that outperform cable
- **Crystal-Clear Calling** — Call anywhere in the U.S. and to Canada, anytime
- **Fios DVR** — HD or HD multi-room DVR

1.XXX.XXX.XXXX

verizon.com/xxxxx

CALL NOW TO GET

\$150 BACK\*

Offer valid 2/22–4/18/09. Install by 6/18/09.

Verizon FIOS TV is frequently changing its channel offerings. ¹For a complete listing of all the Verizon FIOS TV channels available in your area visit verizonfios.com. ²Customers in some areas of NY and NJ are only eligible for these channels when subscribed to the Sports Package. \*A Spanish-language Secondary Audio Program (SAP) is available for selection. \*\*Subscription to corresponding FIOS TV Essentials or FIOS TV Extreme HD package required. \*\*\*Exclusive to FIOS TV Extreme HD package. †HBO or Cinemax subscription includes Independent Film Channel. ††Limited availability. Programming services offered within each package are subject to change, and not all programming services will be available at all times. Blackout restrictions also apply. ©2009 Verizon. XX-X-X

4.6 Last Chance ADVO FSI (back)

Non-JD Version

DEPT.	SIGN OFF	DATE
Proof Reader:		
Art Director:		
Copy Writer:		
Production:		
Account Exec.:		
Traffic Mgr.:		
Studio QC:		
Spell Check:		

Job #: CCT90020

Client: Verizon

Job Name: 4.6 Last Chance ADVO FSI

Studio Artist: Scott Schlemmer

Proof #: 8-release

LH: In Progress

Save Date: 3-23-2009 9:30 PM

Previous User: ipgna\Holly.VanVoast

Document Path: Macintosh

HD:Users:scott:Desk...90020\_CCT\_4\_6\_LstChn\_ADVO\_FSI.indd

- Cyan
- Magenta
- Yellow
- Black
- Tower 2 Black
- PMS 1795 C





## EXHIBIT 7





# MORE HD AND \$150 CASH BACK.\*

## GUESS THAT'S HOW THE BEST GETS BETTER.

2-YEAR PRICE GUARANTEE

**\$99<sup>99</sup>**  
/month

PLUS GET  
**\$150 CASH BACK\***

PRICE FOR NEW VERIZON FIOS® CUSTOMERS PURCHASING FIOS TV ESSENTIALS, 10/2 MBPS INTERNET AND VERIZON FREEDOM® ESSENTIALS. ONE-YEAR AGREEMENT REQUIRED, PLUS TAXES & FEES. MUST SIGN UP BY 4/18/09 AND INSTALL BY 6/18/09.

- **FiOS TV** ranked "Highest in Residential Television Service Satisfaction in the East Region"<sup>†</sup>
- **FiOS Internet** with speeds that outperform cable
- **Phone service** with 99.9% network reliability



Starz® is part of the FiOS TV Movie Package.

**THIS IS  
FiOS.  
THIS IS  
BIG.**

**CALL 1.877.624.FiOS CLICK [verizon.com/fiostriple140](http://verizon.com/fiostriple140) OR VISIT any store below**  
**AND ASK ABOUT PACKAGES WITH OVER 100 HD CHANNELS**



**Verizon FiOS. "Highest in Residential Television Service Satisfaction in the East Region."**

#### VERIZON WIRELESS

**The Centre at Glen Burnie**  
6711 Ritchie Hwy  
Ste 625

**Clinton**  
8919 Woodyard Rd

**The Village at College Park**  
10250 Baltimore Ave  
Ste A

**Washington, DC**  
1314 F St NW

**Waldorf**  
2915 Crain Hwy

#### VERIZON KIOSK

**Annapolis Mall**  
2002 Annapolis Mall  
Between Lord and Taylor  
and Pottery Barn

#### LPC

**Upper Marlboro**  
375 Prince Georges Blvd

#### TWEETER

**Bowie**  
4501 Mitchelville Rd

<sup>†</sup>Verizon received the highest numerical score among television service providers in the East region in the proprietary J.D. Power and Associates 2008 Residential Television Service Satisfaction Study.<sup>SM</sup> Study based on 18,938 total responses from measuring 9 providers in the East region (CT, DE, DC, ME, MD, MA, NH, NJ, NY, PA, RI, VT, WV, VA) and measures consumer satisfaction with television service. Proprietary study results are based on experiences and perceptions of consumers surveyed in July 2008. Your experiences may vary. Visit [jdpower.com](http://jdpower.com). Starz and related channels and service marks are property of Starz Entertainment, LLC. You Don't Mess With The Zohan © 2008 Columbia Pictures Industries, Inc. All Rights Reserved. Visit [starz.com](http://starz.com) for airdate/times.

\*\$150 cash back provided via Verizon prepaid bank card. The card can be used where prepaid bank cards are accepted. To obtain cash from your card, visit a participating bank and present your card and ID. Must be enrolled in service for 31 days to receive offer. The card will be sent to customers within 60 days of in-service date. Other terms and conditions apply.

For new Verizon FiOS TV or Internet customers only. Price guarantee applies to base monthly rate only and excludes taxes, surcharges and optional services. Rate may change after 24 months. \$179 early termination fee applies. \$34.99 activation charge waived via credit. Speeds may vary. Other charges, taxes and terms apply. FiOS available in select areas. Battery backup for standard fiber-based voice service and E911 (but not VOIP) for up to 8 hours. ©2009 Verizon.

## EXHIBIT 8

## Verizon FiOS Internet

Ready to Buy? **Order Now**

Overview About FiOS FiOS vs. Cable Plans Features & Services Installation

### Frequently Asked Questions

#### FiOS Basics Questions

- ▼ [What is Verizon FiOS Internet Service?](#)
- ▼ [How fast is Verizon FiOS Internet Service?](#)
- ▼ [What is connection speed? How is it different than throughput?](#)
- ▼ [What affects my connection speed?](#)
- ▼ [What type of technical support is available?](#)

#### FiOS Basics Answers

##### What is Verizon FiOS Internet Service?

Verizon FiOS Internet Service is a broadband service designed to provide Internet access with maximum connection speeds of up to 50 Mbps or 20 Mbps downstream and 20 Mbps or 5 Mbps upstream, depending on where you live. FiOS is provided on our state-of-the-art fiber-optic network. The consumer plans include a standard suite of services including access to newsgroups, up to 9 Verizon.net email accounts, online services, and 10 MB of personal Web space. Optional services are also available for a fee.

Connection speeds are between your location and the Verizon central office serving your location. Actual download and upload speeds will vary based on numerous factors, such as the condition of wiring at your location, computer configuration, Internet and network congestion, and the speed of website servers you access, among other factors. Speed and uninterrupted use of the service are not guaranteed. Where higher upstream speeds are available, a hard wired connection is required to achieve maximum upstream speeds.

▲ [Back to Top](#)

#### FAQ Categories

- > **FiOS Basics**
- > [Availability](#)
- > [Installation & Equipment](#)
  - > [Installation](#)
  - > [Equipment](#)
  - > [Returning FiOS Equipment](#)
- > [Billing & Account](#)
  - > [Billing](#)
  - > [Account Info for Current Verizon Services \(Phone & High Speed Internet\)](#)
- > [Features](#)
- > [Windows Vista™](#)
- > [Your home page options](#)
  - > [Verizon AOL® General Information](#)
  - > [Verizon AOL® System Requirements](#)
  - > [Verizon AOL® Security & Features](#)
  - > [Verizon Yahoo! General Information](#)
  - > [Verizon Yahoo! System Requirements](#)
  - > [Verizon Yahoo! Security & Features](#)



### How fast is Verizon FIOS Internet Service?

Verizon FIOS Internet Service is the fastest and most powerful connection we've ever offered. With FIOS, you have the choice of several plans to meet your needs. We offer downstream connection speeds (the speed that data is transmitted to your computer) ranging from up to 10 Mbps all the way up to 50 Mbps. We offer upstream speeds up to 20 Mbps in some locations.

Connection speeds are between your location and the Verizon central office serving your location. Actual download and upload speeds will vary based on numerous factors, such as the condition of wiring at your location, computer configuration, Internet and network congestion, and the speed of website servers you access, among other factors. Speed and uninterrupted use of the service are not guaranteed. Where higher upstream speeds are available, a hard wired connection is required to achieve maximum upstream speeds.

[Back to Top](#)

### What is connection speed? How is it different than throughput?

Connection speed is the speed that data is transferred between your computer and the Verizon Central Office during your initial connection to Verizon FIOS Internet Service.

Throughput speed refers to the rate that information is transferred to and from your computer. "Download" or "downstream" refers to the speed at which you receive data from the Internet. Examples of receiving or downloading are reading a Web page, downloading a program, or receiving email. "Upload" or "upstream" refers to the rate that information is transferred from your computer to the Internet. Examples of sending or uploading are sending email or files.

[Back to Top](#)

### What affects my connection speed?

When you connect to the Internet using Verizon FIOS, the speeds that you will experience will vary based on a variety of factors, including the following:

- Configuration of your computer
- Home networking configuration, number of home computers and other networked equipment using the available bandwidth at the same time
- Network or Internet congestion
- Server and router speeds of the Web sites you access
- Condition of the wiring at your location
- A hard wired connection is required to achieve maximum upstream speeds.

[Back to Top](#)

### What type of technical support is available?

The Verizon Fiber Solutions Center (FSC) provides live technical support 24 hours a day, 7 days a week. Online



## EXHIBIT 9



## See How FiOS Compares to Cable

Fiber optics all the way to your home brings download speeds up to 50 Mbps and the fastest upload speeds. Remember – it's not fast unless it's two-way fast, and FiOS beats cable by a country mile, coming and going!

Download Activity	File Size	FiOS (50 Mbps)	Cable (15 Mbps)*
Download 10 songs	50 MB	8 seconds	27 seconds
Download software	75 MB	12 seconds	40 seconds
View a video game demo	125 MB	20 seconds	67 seconds
Download a 2-hour movie	6 GB	16 minutes	53 minutes

Upload Activity	File Size	FiOS (20 Mbps)	Cable (2 Mbps)*
Post a video clip	5 MB	2 seconds	20 seconds
Email a large file	10 MB	4 seconds	40 seconds
Share a photo album	50 MB	20 seconds	3.3 minutes
Upload a full video	500 MB	3.3 minutes	33 minutes

\* Cable comparison speeds are based on averages of cable speeds available nationwide as of July, 2009. Actual throughput speeds will vary.

## Get the Facts

Think your Internet service is the fastest? All fiber optic? Discover the truth.

## What About Satellite?

Signal delays and bad weather can degrade a satellite connection. Lose the worry - get FiOS.



### FiOS

- Fiber optics all the way to your home (Satellite is definitely NOT!)
- America's top-rated Internet service
- Delivers the fastest Internet speeds available (upload & download)

## EXHIBIT 10



[Sign In](#) | [Enter Your Location](#)

Need Help?

All Verizon

Type a question or keyword

Search

Residential

Business

Wireless

My Verizon

[News Center Homepage](#)  
[Images](#)  
[Video and Audio](#)  
[Fact Sheets](#)  
[Speeches, Bios](#)  
[Investor Relations](#)  
[Verizon Wireless News](#)  
[Verizon Business News](#)

#### Search News Releases

Search

Go

[Advanced Search](#)



Subscribe to RSS  
News Feeds



Subscribe to E-mail  
Alerts

#### Featured Press Kits

[Verizon Increases Speeds of FiOS Internet and Launches Promotions for Broadband and TV Bundles](#)

[Verizon Launches FiOS1 All-News Channel in Long Island and Northern New Jersey](#)

[Green Press Kit](#)

## Verizon High Speed Internet (HSI) Fact Sheet

*Verizon broadband customers total 9.1 million, with more than 6 million of them enjoying HSI reliability, plan variety, special-feature services and 24 x 7 live tech support. Verizon's up-to-7.1 Mbps (megabits per second) High Speed Internet service is now available to more than 10 million homes and small businesses in 24 states and the District of Columbia.*

### Overall View

Enabled by digital subscriber line (DSL) technology and first offered in 1998, Verizon High Speed Internet (HSI) service is the company's most widely available form of broadband offered to residential customers and small businesses.

Verizon HSI service is offered in the following downstream and upstream connection speed configurations:

**Up to 1 Mbps\* x 384 Kbps\*** Downloads data and photo files up to 12 times faster than a dial-up Internet connection.

**Up to 3 Mbps x 768 Kbps** Downloads data and photos up to three times faster than 1 Mbps HSI, and up to 50 times faster than a dial-up Internet connection.

**Up to 7.1 Mbps x 768 Kbps** Downloads data and photos up to 125 times faster than a dial-up Internet connection; good for watching movies and streaming video files.

\* Mbps = megabits per second

\* Kbps = kilobits per second

According to PC Magazine's 2008 Readers' Survey, Verizon High Speed Internet service beats the average cable provider in reliability, costs and fees, and scores better overall than most Internet service providers. Connection speeds are between a customer's location and the Verizon central office serving that home or small-business location.

Actual download and upload speeds will vary based on numerous factors, such as the condition of wiring at one's location, computer configuration, Internet and network congestion and the speed of Website servers one accesses, among other factors.

Verizon HSI is a dedicated data service. This means consumers get a dedicated connection to the Verizon central office and don't share their data connection with anyone else - unlike cable modems and Wi-Fi, which are shared connections.

### Pricing






## EXHIBIT 11



# Compare Speeds

Verizon has just the right High Speed Internet plan for *you*!

<b>Turbo</b> Download up to 7.1 MB  <b>Fastest</b>	<b>Heavy Internet use</b> Fastest downloads of photos and files. Best for working from home. Great for streaming videos and online games!	6 seconds	1 minute	1.5 minutes
<b>Power</b> Download up to 3 MB  <b>Faster</b>	<b>Moderate Internet use</b> Play online games, download songs and movies. Fast downloads of photos and big files. Good for working from home.	13.5 seconds	2.25 minutes	3.5 minutes
<b>Starter</b> Download up to 1 MB  <b>Fast</b>	<b>Light Internet use</b> Good for browsing and shopping online, sending email and photos.	40 seconds	7 minutes	10 minutes

\*Speed comparison based on the estimated time to perform file downloads at the referenced maximum connection speeds. Actual times and speeds may vary.



[Close](#) [Print](#)

## EXHIBIT 12

P.O. Box 7000  
Silver Spring, MD 20914-7000



8A2-MCB90123-DSL-8A2LC1-XX  
Sample A. Sample  
123 Main Street  
Anytown, USA 12345-6789

For service at: xxxxx

Dear Sample A. Sample:

Why is now the best time to upgrade to Verizon FiOS Internet and phone? Perhaps because FiOS® brings you faster speeds, and more features than ever before. Or it might be that right now you can save \$10 a month for the first 3 months, and even more if you order online. Or maybe this is why:

**MORE REASONS IT'S TIME TO UPGRADE TO FiOS INTERNET:**

- With new, faster Internet speeds of up to XX/XX Mbps, you can stream videos, share photos and download files at speeds that will blow you away. FiOS improves your online experience.
- For two years in a row, Verizon's FiOS Internet service is rated #1 in *PC Magazine's* reader survey.<sup>†</sup>
- Our expert technicians provide premium installation at no extra cost, and make sure you're enjoying your new FiOS services before they leave.

Of course, the best way to understand why FiOS is better is to experience it for yourself. So sign up by 9/19/09 (install by 11/19/09), and get FiOS Internet and phone for just **\$XX.XX** a month for the first 3 months (\$XX.XX/month for months 4–24, with a one-year agreement, plus taxes and fees). **That's a savings of \$10 a month for the first 3 months and a two-year price guarantee.** And since you're a current Verizon High Speed Internet customer, **we'll even waive the \$49.99 activation fee.**

Sincerely,

Geoff Walls  
Executive Director, Consumer Marketing

**CALL 1.XXX.XXX.XXXX** (Mon.–Sun., 8am–12am ET)  
**verizon.com/xxxxxxx**

**ORDER ONLINE AND SAVE EVEN MORE.**

<sup>†</sup>*PC Magazine*, July 2008.

**FiOS® INTERNET  
& PHONE FOR JUST**

**\$XX.XX** /month for the  
first 3 months

(\$XX.XX/month for months 4–24)  
w/1-yr. agmt., plus taxes and fees

**MORE SPEED. MORE SAVINGS.**

**FiOS INTERNET**

- **NEW!** Faster Internet speeds up to XX/X Mbps
- Live, 24/7 tech support is a phone call away
- Wireless router at no extra charge

**VERIZON FREEDOM® ESSENTIALS**

- Unlimited residential calling in the U.S. and to Canada
- Home Voice Mail (where available), Caller ID and Call Waiting
- 99.9% reliable voice network

**All delivered on a 100% fiber-optic connection straight to your home.**

**THIS IS  
FiOS.  
THIS IS  
BIG.**

Limited-time offer available to new Verizon FiOS Internet residential customers via bill credit for first three months only; beginning month 4, standard rates apply. Price guarantee applies to base monthly rate only; excludes optional services. Rate may change after 24 months. \$179 early termination fee applies. Activation fee waiver only for current Verizon Consumer HSI (DSL) customers; via bill credit. Actual speeds may vary. Offer subject to credit approval & may require a deposit. Other charges, taxes, eligibility restrictions & terms apply. FiOS available in select areas. Battery backup for std. fiber-based voice service & E911 (but not VOIP) for up to 8 hours. ©2009 Verizon.

8A2LG1

## EXHIBIT 13

T:8.25 in

S:7.875 in

# Got some cool new toys over the holidays?



CT-5-30

## VP\_5-30\_Cool Toys

DEPT.	DATE	SIGN OFF
Proof Reader:		
Art Director:		
Copy Writer:		
Production Mgr.:		
Account Exec.:		
Legal:		
Phone/Fax/E-mail:		
Studio/QC:		
Spell Check:		

Job #: CCB70007

Client: Verizon

Job Name: Cool Toys Val Pak\_NH

Studio Artist: Jess

Proof #: 5

Save Date: 11/28/07 4:15 PM

Previous User: Bob.Mantz

Document Path: Macintosh HD:

Users:jessica:Desktop:CCB\_70007\_

CoolTalkValPak.indd

Cyan

Magenta

Yellow

Black

PMS 1795 C

T:8.25 in

S:7.875 in

## Now get Verizon FiOS® Internet. It plays well with all those high-tech gadgets.

Nothing makes playing with all your new digital toys more fun than the superfast speed of Verizon FiOS Internet. Sign up now and experience fiber-optic power at a great price:

- Blazing-fast Internet speeds up to 5/2 Mbps
- The top-rated broadband service in America
- A networking router and professional in-home installation
- All for **\$42.99** a month (plus taxes and fees) for one year

With a fiber-optic network that goes straight to your door — and downstream connection speeds ranging from up to 5 Mbps to up to 30 Mbps — it's no wonder customers can't stop praising Verizon FiOS Internet.

**Call 1.888.656.8087, or visit [www.verizon.com/fios70](http://www.verizon.com/fios70) for limited-time online offers.**

**Verizon FiOS** tv | internet | phone

### It's the Network

Limited-time offer for new Verizon FiOS Internet customers with Verizon voice service. Requires one-year contract with \$99 early termination fee. Rate increases after one year. \$29.99 activation charge. Additional charges and taxes may apply. Other terms apply. Service availability, speed and uninterrupted service not guaranteed.

Verizon FiOS Internet customers with Verizon voice service receive both services over fiber. Non-IP voice service comes with up to 8 hours battery backup. ©2008 Verizon

CT-5-30

Verizon FiOS Internet

**\$42.99** a month



VP\_5-30\_Cool Toys

DEPT.	DATE	SIGN OFF
Proof Reader:		
Art Director:		
Copy Writer:		
Production Mgr.:		
Account Exec.:		
Legal:		
Phone/Fax/E-mail:		
Studio/QC:		
Spell Check:		

Job #: CCB70007

Client: Verizon

Job Name: Cool Toys Val Pak\_NH

Studio Artist: Jess

Proof #: 5

Save Date: 11/28/07 4:15 PM

Previous User: Bob.Mantz

Document Path: Macintosh HD:

Users:jessica:Desktop:CCB\_70007\_

CoolTalkValPak.indd

Cyan  
Magenta  
Yellow  
Black  
PMS 1795 C



## EXHIBIT 14

Fall 2009 | **FREE**



# Why Choose Verizon Wireless?

## We provide America's Largest and Most Reliable Wireless Network.

Make calls, send emails and download files on America's Largest and Most Reliable Wireless Network.

## We rank #1 in customer loyalty.

More people choose and stay with Verizon Wireless than any other wireless brand.

## Worry Free Guarantee®

Our Worry Free Guarantee gives you peace of mind. No wireless provider stands behind you like Verizon Wireless.

## We offer the hottest entertainment and devices.

Get V CAST Mobile TV; V CAST Music with Rhapsody®; hot new games; Text, Picture, Video and Instant Messaging; Ringtones and Ringback Tones; cool devices like the BlackBerry® Tour™; great accessories and more!

## We're not 100% satisfied unless you are. Please let us know what you think.

At Verizon Wireless, we really value your opinion. Visit [verizonwirelessurvey.com](http://verizonwirelessurvey.com) and tell us how we're doing.

Network details at [verizonwireless.com](http://verizonwireless.com). Loyalty claim based on more people choosing to use the Verizon Wireless brand every day and national publicly available churn (customer turnover) percentages.



## Mobile to Mobile Calling

Talk all you want any time of the day with other Verizon Wireless customers with America's Largest Mobile to Mobile Calling Family. More than 80 million strong. Included on Verizon Wireless Nationwide Calling Plans starting at \$39.99 and higher (from within the Nationwide Coverage Area).

## Friends & Family

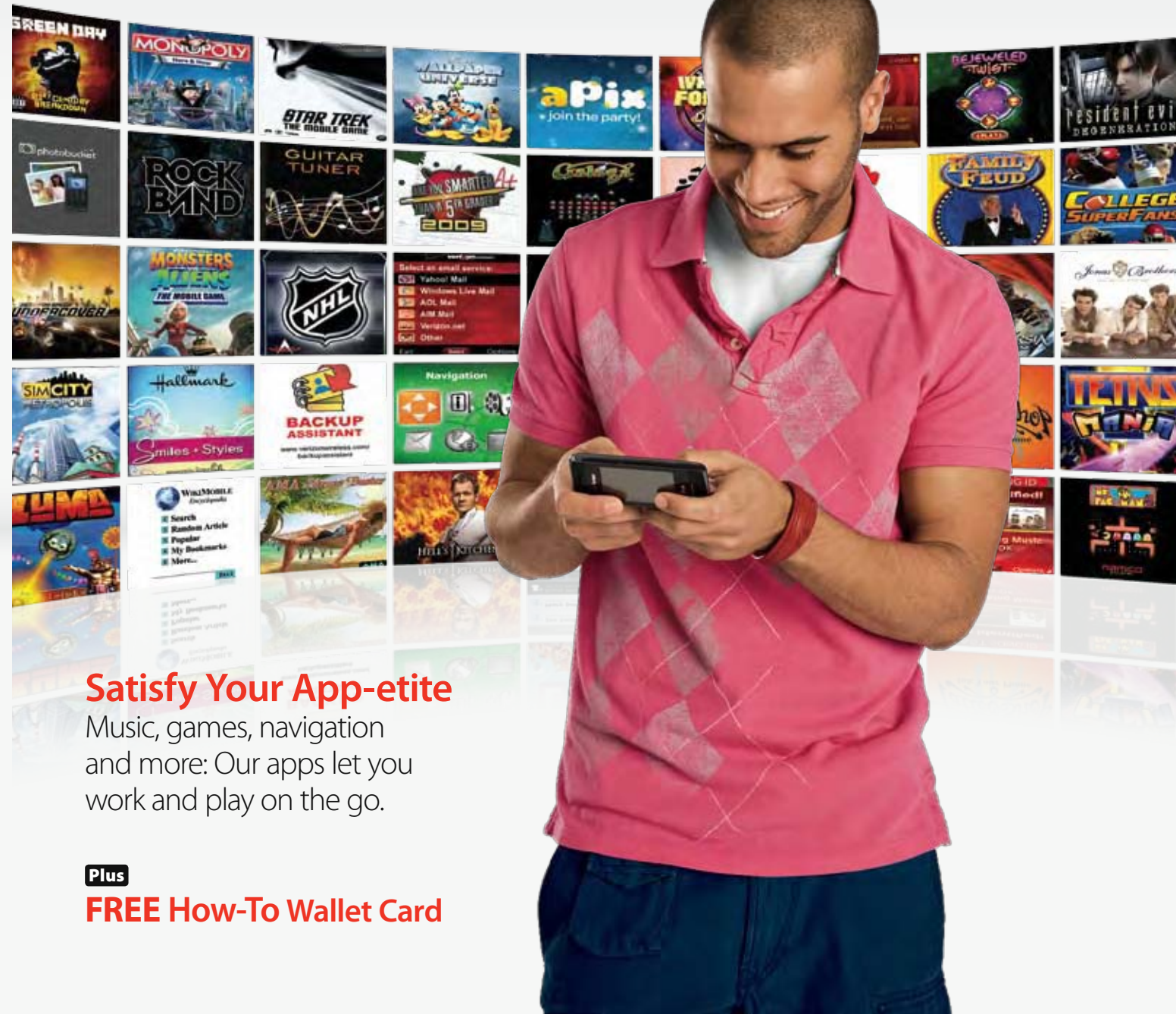
Get unlimited calling to the people you call most – even if they're on landlines or other wireless networks. Choose up to 5 numbers for individual plans and up to 10 numbers for family plans!

## We travel with you, around the corner and around the globe.

With Global Services from Verizon Wireless, you get voice service in more than 220 and data service in more than 180 international destinations. So whenever you go, we'll be there to keep you connected.

# Your Guide

Plans, pricing, latest phones and more



## Satisfy Your App-etite

Music, games, navigation and more: Our apps let you work and play on the go.

**Plus**

**FREE How-To Wallet Card**



CON80124EN



CONSUMER0909EN



# Worry Free Guarantee®

No wireless provider stands behind you like Verizon Wireless.

**As a Verizon Wireless Customer:**

- You'll enjoy America's Largest and Most Reliable Wireless Network.**  
We test and improve our network every day so you get the best service on America's Largest and Most Reliable Voice and 3G Data Network.
- You can change your Plan at any time with no fee or contract extension.\***  
As your needs change, you can move to any current plan without paying a fee or extending your contract.
- You'll get our 30-day Satisfaction Guarantee.†**  
At Verizon Wireless, we stand behind our service. If you're not completely satisfied, you can return your device and cancel service within 30 days of activation and pay no early termination fee.
- You can get a free device every two years with *New Every Two*®.‡**  
Sign up for a two-year plan of at least \$34<sup>99</sup> and qualify for a free device, up to \$30 or \$50 in value depending on your Plan, with a two-year contract renewal. You can also transfer your *New Every Two* credit to another line on your account.
- You'll enjoy exceptional customer service with our team of certified wireless experts.**  
We're here to help when and how you need it. Come into any Communications Store, or for 24/7 assistance call us or go online.
- For complete details on Worry Free Guarantee and *New Every Two*, see page 44 in the Important Information section.**



## Contents

### Devices 2

- Verizon Wireless Phones 4
- Smartphones & Push to Talk Phones 6
- Netbooks 8
- MiFi™ 2200 Intelligent Mobile Hotspot 9

### Plans 10

- Nationwide Plans 12
- Data Packages 14
- Coverage Map 16
- Nationwide Plus Canada Plans 18
- Nationwide Plus Mexico Plans 18
- Nationwide 65 Plus Plans 20
- Text, Picture, Video & Instant Messaging 21
- Prepaid Plans 22
- Mobile Broadband 24
- My Verizon 26
- Global Services 28

### Options 30

- Music Applications 32
- Video & TV Applications 34
- Productivity Applications 36
- Visual Voice Mail 38
- Gaming Applications 39
- Chaperone® & Usage Controls 40
- Content Filters & Spam Controls 40
- Roadside Assistance & Backup Assistant™ 41
- Total Equipment Coverage 42
- Push to Talk 43
- Additional Plan Information 44
- Important Information 44
- Additional Coverage Map 49

\*Some plans are available only with specific equipment. Acceptance of a promotion may require a new one- or two-year agreement. Customer will be limited to two plan changes per billing cycle.  
†Return policies may vary and *New Every Two* redemptions may not be available at Verizon Wireless authorized agents. Your *New Every Two* discount is applied to the two-year discounted retail price of a new device.

# Get more BlackBerry out of your BlackBerry.

BlackBerry runs better on America's Largest and Most Reliable 3G Network.



BlackBerry® Pearl™ Flip 8230



BlackBerry® Storm™



BlackBerry® Curve™ 8330

## Keep your world in the palm of your hand.

Verizon Wireless delivers more of what you love about BlackBerry. When you need it. Where you need it. Because America's Largest and Most Reliable 3G Network provides an exceptional platform for reliable emails, dependable downloads and blazing-fast 3G web browsing. BlackBerry on the Network. It's everything you love about BlackBerry and more.

### BlackBerry® Tour™

New from Verizon Wireless, the Global-capable Tour goes with you around the world.

### BlackBerry® Storm™

The first touch screen smartphone from BlackBerry has a virtual keypad with SurePress™ technology.

### BlackBerry® Pearl™ Flip 8230

The Flip makes it easy to stay connected with a convenient flip design and SureType® keyboard.

### BlackBerry® Curve™ 8330

BlackBerry's popular Curve offers an intuitive QWERTY keypad and is VZ Navigator™-capable.



BlackBerry® Tour™

# Devices

The latest phones, devices & accessories from Verizon Wireless | [Pages 4-9](#)

### Verizon Wireless Phones 4

Find the hottest touch screen, flip and slider phones, plus the accessories you need.

### Smartphones 6

Get advanced capabilities with our newest smartphones.

### Push to Talk Phones 7

Use these phones to connect to your world with just the push of a button.

### Netbooks 8

Enjoy the connectivity of a laptop in a more portable package.

### MiFi™ 2200 Intelligent Mobile Hotspot 9

Share your Mobile Broadband connection.



Verizon Wireless phones & accessories.

		Enhanced Multimedia Phone	Touch Screen Phones				Flip Phones					Slider Phones	Bar Phone
<div>Compare our phones.</div> <div>Once you've picked your phone, make it do more with great apps from Verizon Wireless. <b>Check them out in the Options section, pages 30–43.</b></div>													
		Samsung Rogue™	LG Versa™	Motorola Krave™ (While supplies last)	LG enV® TOUCH	LG enV® 3	Samsung Renown™	Samsung Alias™ 2	Nokia 7205 Intrigue	CASIO® EXILIM	Motorola Rival™	Samsung Trance™	LG Glance™
		✓	Wireless and PC downloads only	✓	✓	✓	✓	✓	✓	✓	✓	Subscription and PC downloads only	–
		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	–	–
		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic
		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	–	–
		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Text, Picture and Voice	Text, Picture and Voice
		HTML browser	HTML browser	HTML browser	HTML browser	HTML browser	✓	✓	✓	HTML browser	✓	✓	✓
<div>Capabilities*</div> <div>✓ Available – Not Available</div>	V CAST Music with Rhapsody†	✓	Wireless and PC downloads only	✓	✓	✓	✓	✓	✓	✓	✓	Subscription and PC downloads only	–
	V CAST Video On Demand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	–	–
	Chaperone	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Mobile Email	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	VZ Navigator	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic	Domestic
	Visual Voice Mail	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	–	–
	Text, Picture, Video and Instant Messaging	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Text, Picture and Voice	Text, Picture and Voice
	Mobile Web	HTML browser	HTML browser	HTML browser	HTML browser	HTML browser	✓	✓	✓	HTML browser	✓	✓	✓
	Data Package Required	✓	–	–	–	–	–	–	–	–	–	–	–
	V CAST Song ID	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<div>Features</div> <div>✓ Available – Not Available</div>	Keyboard Type	QWERTY	Virtual	Virtual	Virtual and QWERTY	QWERTY	Keypad	QWERTY	Keypad	Keypad	QWERTY	Keypad	Keypad
	microSD™ Memory Slot	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	–
	Digital Camera	3.0-megapixel	2.0-megapixel	2.0-megapixel	3.2-megapixel with flash	3.0-megapixel	2.0-megapixel	2.0-megapixel	2.0-megapixel with flash	5.1-megapixel with autofocus and flash	2.0-megapixel	1.3-megapixel	1.3-megapixel
	Bluetooth® Stereo Support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	–
	Usage Controls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Other Features and Capabilities	Touch screen navigation, EV-DO Rev. A–capable	Touch screen navigation	Interactive clear flip, V CAST Mobile TV	Touch screen navigation, EV-DO Rev. A–capable	Dashboard, enhanced messaging features	Dashboard, Quad Band–capable, Global Phone, pre-installed SIM card	Dual-flip design, dynamic keypad with E-Ink technology	Dashboard, his and hers keypads	Dashboard; full-fledged digital camera; meets military specs 810F standards for water, shock and dust resistance	Touch dialpad	1 GB of internal memory dedicated for music (actual formatted capacity is less)	Ultra-slim form factor with premium design
<div>Recommended Accessories</div>													
		Jawbone® Prime	QWERTY Keypad	MOTOROKR™ EQ7 Wireless Speaker	Snap-On Hard Covers	Body Glove Snap-On Covers	Plantronics Discovery® 925 Bluetooth Earpiece	Jabra 2050 Bluetooth Headset	Motorola MOTOROKR™ MEH25 Stereo Headset	Universal Side Pouch	MOTOROKR™ S305 Bluetooth Stereo Headphones	Plantronics Explorer® 232 Bluetooth Headset	Silicone Covers

\* Additional charges may apply when using certain capabilities.  
† Verizon Wireless Prepaid customers cannot use their Prepaid account for V CAST Music with Rhapsody® monthly subscription service, but they can sign up on [rhapsody.com](http://rhapsody.com) with a credit card and sync music to their subscription-capable device or subscription-capable MP3 player. Subject to V CAST Music with Rhapsody® standard terms and conditions available at [support.vzw.com/terms/products/music.html](http://support.vzw.com/terms/products/music.html)

Phones subject to availability. Selection may vary. Accessories may vary by device model.  
Rhapsody and the Rhapsody logo are trademarks and registered trademarks of RealNetworks, Inc.

# Take the Internet, leave the bulk.

**Lightweight and inexpensive, a Netbook combines the connectivity of a laptop with the mobility of a phone.**

## A new way to connect

The first Netbook from Verizon Wireless has America's Largest and Most Reliable 3G Network built in. A Verizon Wireless Netbook gives you access to all the Internet has to offer – at a fraction of the size and cost of a laptop. You'll want to take it with you everywhere – and you can.

## Fast times on the web

With Mobile Broadband and a Netbook from Verizon Wireless, you get a high-speed connection to the web that you can count on. Check email, browse the Internet and send instant messages with a full QWERTY keyboard and a screen that feels like a laptop. But weighing in at just a few pounds and measuring an inch thick, your new Netbook can go just about anywhere. And since it's less than the price of most laptops, you'll have more money to spend when you get there, too.

## Maximum mobility

Your Netbook, paired with Mobile Broadband, gives you speed and access to America's Largest and Most Reliable 3G Network, covering more than 280 million people in 264 major metropolitan areas and 268 primary airports in the United States.

**Additional Information**  
For Mobile Broadband pricing information, see pages 24–25.

## The real deal

Get a new Netbook and get a big discount when you sign up for a one- or two-year Mobile Broadband Plan or GlobalAccess Plan. Several plans are available, from a basic plan to a global plan\* that travels with you around the world. And with a one-year manufacturer's warranty, your Netbook comes with peace of mind built in.

Visit [verizonwireless.com/hpnetbook](http://verizonwireless.com/hpnetbook) for details.



Carrying Bag

Extended Battery

External CD/DVD Drive

HP® Mini 1151NR netbook



# Be your own hotspot with MiFi.

**Five devices, one mobile 3G connection. Only with MiFi.†**

Put Wi-Fi where you are with the new, portable Verizon Wireless MiFi™ 2200 Intelligent Mobile Hotspot. You can use Mobile Broadband to connect up to five Wi-Fi-enabled devices in remote places.

Features include:

- Standard Wi-Fi security protocols
- Removable battery
- USB cable mode
- Internal antenna

Visit [verizonwireless.com/mobilehotspot](http://verizonwireless.com/mobilehotspot) for details.



Verizon Wireless MiFi™ 2200 Intelligent Mobile Hotspot

† MiFi is a trademark of Novatel Wireless, Inc.

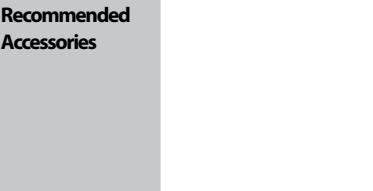
\* To get the full benefits of roaming globally outside the U.S. on GSM networks, you must ensure that a SIM card is installed in your Netbook and that you've subscribed to a global plan or feature.

Smartphones, Push to Talk phones & accessories.

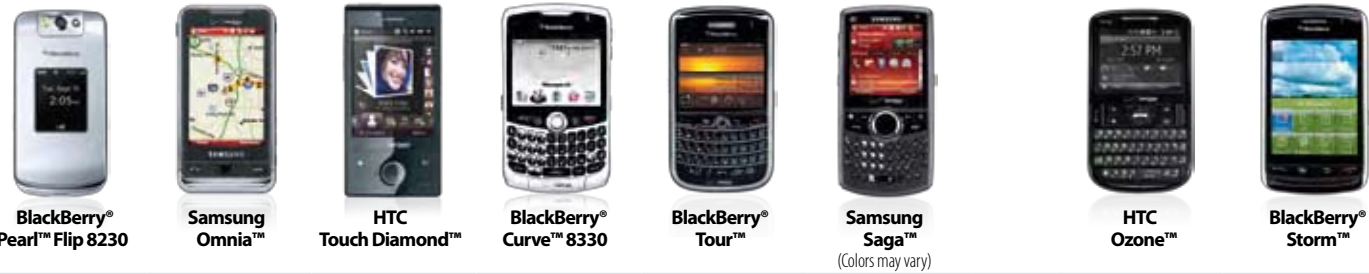
Compare our phones.

Once you've picked your phone, make it do more with great apps from Verizon Wireless. Check them out in the Options section, pages 30–43.

Capabilities*	Wireless Email Service	BlackBerry	Email and Web for Smartphone, Pocket Outlook	Email and Web for Smartphone, Pocket Outlook	BlackBerry	BlackBerry/GlobalEmail	Email and Web for Smartphone, Pocket Outlook, GlobalEmail	Email and Web for Smartphone, Pocket Outlook, GlobalEmail	BlackBerry/GlobalEmail
		–	–	–	–	✓	✓	✓	✓
		✓	✓	✓	✓	✓	✓	✓	✓
		–	✓	✓	–	–	✓	✓	–
		Rev. 0	Rev. A	Rev. A	Rev. 0	Rev. A	Rev. A	Rev. A	Rev. A
		✓	✓	✓	✓	✓	✓	✓	✓
		✓	✓	✓	✓	✓	✓	✓	✓
		Domestic	Domestic	Domestic	Domestic	Domestic and Global	Domestic	Domestic	Domestic and Global
		✓	✓	✓	–	✓	–	✓	✓
		–	–	–	–	✓	–	–	✓
Features	Keyboard Type	SureType	Virtual	Virtual	QWERTY	QWERTY	QWERTY	QWERTY	Virtual
		2.0-megapixel	5.0-megapixel	3.2-megapixel	2.0-megapixel	3.2-megapixel	2.0-megapixel	2.0-megapixel	3.2-megapixel
		✓	✓	✓	✓	✓	✓	✓	✓
Specifications	Flash/RAM Memory	128 MB/64 MB RAM	256 MB/128 MB RAM (8 GB on-board memory)	256 MB/192 MB RAM	96 MB/32 MB RAM	256 MB/256 MB RAM (2 GB microSD card pre-installed)	256 MB/128 MB RAM	256 MB/192 MB RAM	128 MB/192 MB RAM (1 GB on-board memory, 8 GB microSD card pre-installed)
		16 GB	16 GB	16 GB	8 GB	16 GB	16 GB	16 GB	16 GB



Smartphones



Find out more.

For pricing and more details on Push to Talk, please see page 43.

Capabilities*	V CAST Music with Rhapsody®	✓	✓	✓
		✓	✓	✓
		✓	✓	✓
		✓	✓	✓
		Domestic	Domestic	Domestic
		–	–	–
		✓	✓	✓
		✓	✓	✓
		–	–	–
		✓	✓	✓
Features	microSD Memory Slot	✓	✓	✓
		2.0-megapixel	1.3-megapixel with flash	1.3-megapixel
		✓	✓	✓

Other Capabilities and Features

Push to Talk Phones



Rev. A Push to Talk-capable, Field Force Manager-capable, meets military specs 810F standards for dust and shock resistance	Rev. A Push to Talk-capable; Field Force Manager-capable; meets military specs 810F standards for water, dust and shock resistance	Rev. A Push to Talk-capable, Field Force Manager-capable, dedicated VZ Navigator key
Recommended Accessories		
Rugged Side Pouch	Rugged Pouches	Holster

\*Additional charges may apply when using certain capabilities.  
†With Mobile Broadband Connect devices that are EV-DO Rev. A-capable, you can expect download speeds of 600–1400 Kbps and upload speeds of 500–800 Kbps. With Mobile Broadband Connect devices that are not EV-DO Rev. A-capable, you can expect download speeds of 400–700 Kbps and upload speeds of 60–80 Kbps. VZAccess Manager required; visit [vzam.net](http://vzam.net)



# Plans

Plans, pricing & options that are right for you | **Pages 12-29**

## Friends & Family<sup>®</sup> Connect more. Spend less.

Get unlimited calling to your top 10 numbers on any network and to our more than 80 million customers.

### At no extra cost, you get:

- Unlimited calling to your top 10 numbers on any network, anywhere in the U.S. Even landlines.
- Unlimited calling with our more than 80 million customers – the Largest Mobile to Mobile Calling Family in America.

And the best part is you won't use a single minute. It's the best value in wireless.

### Friends & Family<sup>®</sup>

Pick **5** friends on Nationwide Single-Line Plans with 900+ Anytime Minutes.

Pick **10** friends on Nationwide Family SharePlans with 1400+ Anytime Minutes.

Visit [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon) to set up your Friends & Family numbers today, and change them online whenever you want.



### Nationwide Plans **12**

Learn more about Friends & Family. Plus, check out our Nationwide Plans with Unlimited Mobile to Mobile Calling.

### Data Packages **14**

Email, web and more – at prices that fit your life.

### Nationwide Plans Rate & Coverage Area Map **16**

Where to get America's Largest and Most Reliable Wireless Network.

### Nationwide Plus Canada & Nationwide Plus Mexico Plans **18**

It's never been easier to keep in touch across North America.

### Nationwide 65 Plus Plans **20**

Convenient plans created for customers 65 and older.

### Text, Picture, Video & Instant Messaging **21**

Stay in touch in an instant.

### Prepaid Plans **22**

Enjoy freedom of choice and pay as you go.

### Mobile Broadband Plans **24**

Take your office with you.

### My Verizon **26**

Take charge of your account – online or on your phone.

### Global Services **28**

We have options to keep you connected in hundreds of destinations.



# Nationwide Plans

Pick the plan that fits your life and get unlimited Mobile to Mobile Calling with more than 80 million Verizon Wireless customers.

Plus, talk all you want with Friends & Family. Unlimited calling to any 10 numbers. Anywhere in America. Anytime.

## All Verizon Wireless Nationwide Plans include:

### Unlimited National Mobile to Mobile Calling Minutes

As always, get unlimited talk with America's Largest Mobile to Mobile Calling Family. More than 80 million strong.

### No Domestic Roaming or Long-Distance Charges

Coverage not available everywhere. Airtime charges apply.

### Night & Weekend Minutes

Night hours:  
(Mon–Fri) 9:01 p.m.–5:59 a.m.  
Weekend hours:  
(Sat–Sun) 12:00 a.m.–11:59 p.m.

### Mobile Web†

### Additional Information

Anytime Minutes, National Mobile to Mobile Calling Minutes, Night & Weekend Minutes and Per-Minute Rate are for domestic calls from within the Nationwide Rate and Coverage Area. See pages 16–17 or 49 for Coverage Areas for other services. For Additional Plan Information, see page 44. For the Nationwide map, see pages 16–17.

## Other services:

### Calling Features<sup>A</sup>

Basic Voice Mail with Message Waiting Indicator,<sup>4</sup> Caller ID, Call Waiting,<sup>1</sup> 3-Way Calling,<sup>1</sup> Call Forwarding<sup>1</sup> and No Answer/Busy Transfer.<sup>1</sup>

### Text, Picture and Video Messaging

See page 21.

### International Roaming/Global Services

Going overseas? No worries. We offer voice service in more than 220 destinations. See pages 28–29.

### 411 Search<sup>A2</sup>

Talk to a real person and get the information you need.

- Too busy to write down the number? Automatic call completion and text message of listing available.
- Send listing information directly to VZ Navigator to get free driving directions.<sup>3</sup>

<sup>5</sup>\$1.49 per call, plus airtime and standard Text Messaging charges.



## Nationwide Single-Line

Monthly Anytime Minutes	Premium Plan <sup>4</sup>	Connect Plan <sup>4</sup>	Select Plan	Basic Plan	Per-Minute Rate After Allowance	Friends & Family <small>Pick 5 friends</small>
	• Voice calls • Unlimited Messaging <sup>2</sup> to anyone on any network in the U.S. • V CAST Video On Demand • Unlimited Data • VZ Navigator • Mobile Email	• Voice calls • Unlimited Messaging <sup>2</sup> to anyone on any network in the U.S. • Unlimited Data • Mobile Email	• Voice calls • Unlimited Messaging <sup>2</sup> to anyone on any network in the U.S.	• Voice calls		
	Monthly Access					
450	\$79 <sup>99</sup>	\$69 <sup>99</sup>	\$59 <sup>99</sup>	\$39 <sup>99</sup>	45¢	—
900	\$99 <sup>99</sup>	\$89 <sup>99</sup>	\$79 <sup>99</sup>	\$59 <sup>99</sup>	40¢	✓
1350	\$119 <sup>99</sup>	\$109 <sup>99</sup>	\$99 <sup>99</sup>	\$79 <sup>99</sup>	35¢	✓
Unlimited <sup>6</sup>	\$139 <sup>99</sup>	\$129 <sup>99</sup>	\$119 <sup>99</sup>	\$99 <sup>99</sup>		
Data Sent or Received <sup>†</sup>	Included	Included	\$1 <sup>99</sup> /MB (or per data package)	\$1 <sup>99</sup> /MB (or per data package)		

## Nationwide Family SharePlan<sup>®</sup>

Shared Monthly Anytime Minutes	Monthly Access – for the first two lines				Per-Minute Rate After Allowance	Friends & Family <small>Pick 10 friends</small>
700	\$139 <sup>99</sup>	\$119 <sup>99</sup>	\$99 <sup>99</sup>	\$69 <sup>99</sup>	45¢	—
1400	\$159 <sup>99</sup>	\$139 <sup>99</sup>	\$119 <sup>99</sup>	\$89 <sup>99</sup>	40¢	✓
2100	\$179 <sup>99</sup>	\$159 <sup>99</sup>	\$139 <sup>99</sup>	\$109 <sup>99</sup>	35¢	✓
3000	\$219 <sup>99</sup>	\$199 <sup>99</sup>	\$179 <sup>99</sup>	\$149 <sup>99</sup>	25¢	✓
4000	\$269 <sup>99</sup>	\$249 <sup>99</sup>	\$229 <sup>99</sup>	\$199 <sup>99</sup>	20¢	✓
Unlimited <sup>6</sup>	\$269 <sup>98</sup>	\$249 <sup>98</sup>	\$229 <sup>98</sup>	\$199 <sup>98</sup>		
Each additional line (Up to 3)	\$29 <sup>99</sup> for Premium Plan or \$119 <sup>99</sup> for Premium Unlimited Plan, \$19 <sup>99</sup> for Connect Plan or \$109 <sup>99</sup> for Connect Unlimited Plan, \$9 <sup>99</sup> for Select Plan or \$99 <sup>99</sup> for Select Unlimited Plan	\$19 <sup>99</sup> for Connect Plan or \$109 <sup>99</sup> for Connect Unlimited Plan, \$9 <sup>99</sup> for Select Plan or \$99 <sup>99</sup> for Select Unlimited Plan	\$9 <sup>99</sup> Select Plan or \$99 <sup>99</sup> for Unlimited Plan	\$9 <sup>99</sup> Basic Plan or \$99 <sup>99</sup> for Unlimited Plan		
Data Sent or Received <sup>†</sup>	Included	Included	\$1 <sup>99</sup> /MB (or per data package)	\$1 <sup>99</sup> /MB (or per data package)		

<sup>4</sup> Premium and Connect Plans are available on select phones only. Premium Plan is not required on a Family SharePlan second line; if you wish to have a second line on a Family SharePlan with the Connect or Select Plan only, the monthly access will be \$10 or \$20 less, respectively. Connect Plan is not required on a Family SharePlan second line; if you wish to have a second line on a Family SharePlan with the Select Plan only, the monthly access will be \$10 less. VZ Navigator and Mobile Email must be downloaded to your device via *Get It Now*®/Media Center. Additional terms and conditions, which you will be required to accept to download the applications, apply. If you do not download the applications or if you delete any of the applications, your monthly access will not be reduced. If you change devices, you will need to download the applications to your new device. If you change from a Nationwide Premium Plan or Connect Plan to another plan, you will be billed the monthly charge for VZ Navigator and Mobile Email, as applicable (if you downloaded the applications), until you cancel these subscriptions from your device.

<sup>5</sup> Applies when sending and receiving (i) Text, Picture and Video Messages with Verizon Wireless

and non-Verizon Wireless customers in the United States; (ii) Text, Picture and Video Messages sent via email; (iii) Instant Messages; and (iv) Text Messages with customers of wireless carriers on participating networks in Canada, Mexico and Puerto Rico. International Text Messaging is 20¢ per message received and 25¢ per recipient per message sent. Premium Messaging programs not included. Messaging is available from within the National Enhanced Services Area and Coverage Area and is not available throughout the Nationwide Rate and Coverage Area.

<sup>6</sup> Nationwide Unlimited Anytime Minute Plans are not eligible for any monthly access discounts.

**Friends & Family:** Only calls from Nationwide Coverage Area to and from designated domestic landline or wireless numbers (excluding Directory Assistance, 900 numbers, customer's own wireless or Voice Mail access numbers, or access gateways to and from other providers' voice or data communications systems) included; all qualifying lines on an account share the same Friends & Family numbers, up to account's eligibility limits; My Verizon required to set up and manage Friends & Family numbers. Coverage varies by service and is not available everywhere.

<sup>†</sup> Data package of \$9<sup>99</sup> or higher, or Nationwide Premium or Connect Plan, required for Enhanced Multimedia phones. All Windows Mobile, Palm and BlackBerry smartphones require a data feature of \$29<sup>99</sup> or higher, or a data plan.

<sup>A</sup> Not available in some areas.

<sup>1</sup> Airtime applies to message retrievals from your wireless phone. Voice Mailboxes not initialized within 60 days of activation will be canceled.

<sup>2</sup> Per-call charge and availability of credit for incorrect information for 411 Search may vary when your phone's banner displays "Extended Network" or "Roaming." Text charges may apply for 411 Search text message. If you are not a Verizon Wireless Prepaid customer and receive incorrect information from 411 Search, call 411 immediately to request credit. Preference options may not be available in all areas.

<sup>3</sup> Not available in all areas or to Verizon Wireless Prepaid customers (see [vznavigator.com/about.html](http://vznavigator.com/about.html) for details). Not all listings are available for driving directions. VZ Navigator subscription required for use.

# Do more with data.

Download the world. Get email, the web, games, apps and more for your phone.

Data packages from Verizon Wireless open up a world of possibilities. You can get more done and have more fun with your phone. Check your email, surf the web and download apps, games, Ringtones and more. No matter what you want to do, we've got a data package that fits your life.

Plus, access tons of cool apps like these:



**Coming soon! Bank of America\***  
This app makes Mobile Banking from Bank of America more convenient than ever. Get one-touch access to the Mobile Banking sign-in screen, and use the locator feature to find ATMs and banking centers right from your phone – no address input required.



**Bing.com**  
Get free maps and local business listings right on your phone when you need them. Quickly find nearby services. Local restaurants, movie theaters, businesses and directions to get there are at your fingertips with Bing™ for mobile.

Data Packages		
Monthly Allowance	Phones	Per-MB Rate After Allowance
	Monthly Access	
25 MB	\$9 <sup>99</sup>	50¢
75 MB	\$19 <sup>99†</sup>	30¢

Pay As You Go <small>(Not available on Enhanced Multimedia phones)</small>	
Per-MB Rate	\$1 <sup>99</sup>

**Additional Information**  
To find out which phones require a data package, please see page 4 or visit [verizonwireless.com/phones](http://verizonwireless.com/phones). For more information, please visit [verizonwireless.com/data](http://verizonwireless.com/data).

The above examples are just estimates, based on approximate size assumptions. Actual file sizes and user experiences will vary.

## Data Features and Capabilities:

### Mobile Email<sup>A</sup>

Receive emails right on your phone.

- Get alerts when new messages arrive and view picture attachments.<sup>√</sup>
- Works with popular Internet-based email accounts, including Yahoo!® Mail, AOL® Mail, Gmail®, Windows Live and Verizon.net.
- Available in English and Spanish.<sup>√</sup>
- Text EMAIL to 2777 (APPS) to get Mobile Email.

Service	
Mobile Email <small>(For phones)</small>	<b>\$5</b> Monthly Charge <small>(plus data charges)</small>

### Mobile Web

Take the Internet with you wherever you go. Surf your favorite sites right on your phone.

### Get It Now/Media Center

Download the latest applications – like games, Ringtones, Ringback Tones and wallpaper – at *Get It Now/Media Center*.

<sup>\*</sup> Mobile Banking is not available with accounts in Washington and Idaho. Application is available for BlackBerry devices with an Operating System of 4.2 or higher.  
<sup>†</sup> May also be available on other devices.  
<sup>Δ</sup> Mobile Email is available only in the National Enhanced Services Coverage Area and the Verizon Wireless Prepaid Rate and Coverage Area and only on select devices. Prepaid subscribers will need to opt into Mobile Email every month. The application will not automatically renew. Not compatible with all Internet service provider service offerings. Supports up to 10 email accounts. Send and receive plain text emails, with attachment indicator, only. **Downloading the Mobile Email application will require approximately 2 MB of data. Application not available on all devices.** Picture attachment support is available for .jpg, .gif and .png. Pictures will be downsized to fit mobile device display. Email services that offer a POP- or IMAP-based connection are supported.  
<sup>√</sup> Spanish and viewing of attachments are available only on select devices.

### Email and Web for BlackBerry Email and Web for Smartphone

View email and surf the web on your BlackBerry device or smartphone.

- Works with popular Internet-based email accounts, including Yahoo! Mail, AOL Mail, Gmail®, Windows Live and Verizon.net.

Email and Web for BlackBerry Email and Web for Smartphone	
• Unlimited email and web • Feature added to Nationwide Plans <small>(For Nationwide Plan included features, see page 12.)</small>	<b>\$29<sup>99</sup></b> Monthly Charge



### CDMA Data Roaming

- Data sent or received in Canada is billed at \$0.002 per KB or \$2<sup>05</sup> per MB.
- Data sent or received in Mexico is billed at \$0.005 per KB or \$5<sup>12</sup> per MB.

### Required Equipment

- CDMA BlackBerry device or select smartphones with Verizon Wireless software required.

### VZAppZone<sup>SM</sup>

Get more from your select BlackBerry device or smartphone with VZAppZone<sup>SM</sup>. Have your game, Ringtone and other application purchases billed directly to your account.

Visit [verizonwireless.com/vzappzone](http://verizonwireless.com/vzappzone)



# America’s Largest and Most Reliable Wireless Network

Making sure our more than 80 million customers stay connected is a big job.  
But we’re up to the task.

**We do whatever it takes.**

On average, we invest about \$1 billion every 60 days in network improvements that provide our customers with even better voice and data services.

**We’re always testing.**

Real-life Test Men and Women drive 1 million miles a year, making 3 million voice-call attempts and more than 16 million data tests annually on our network and other carriers’ networks.

Map Key

Nationwide Rate and Coverage Area

Verizon Wireless Prepaid Plans Rate and Coverage Area

Prepaid Roaming Rate and Coverage Area

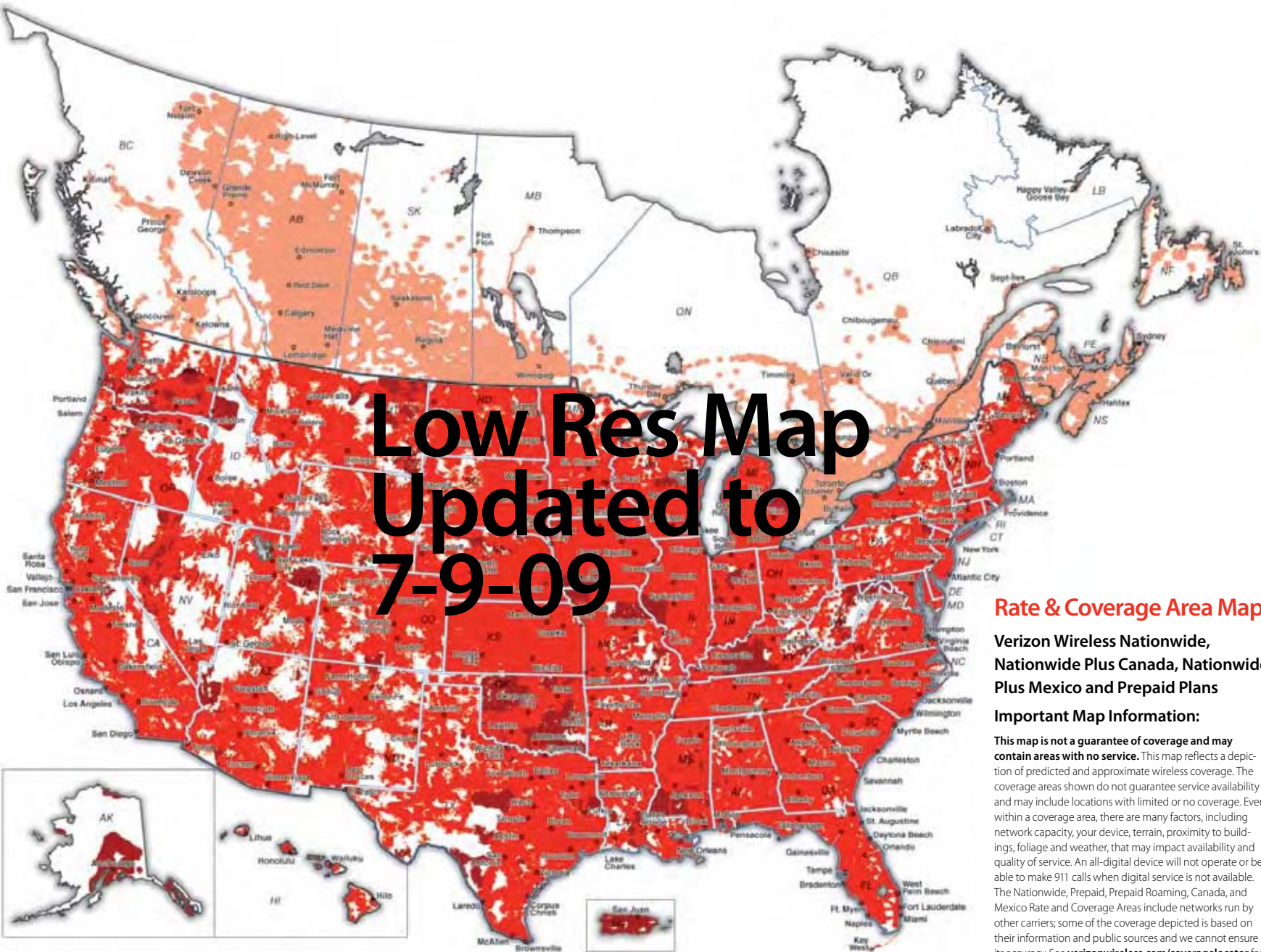
Canada Rate and Coverage Area

Mexico Rate and Coverage Area

No Coverage Area

Low Res Map Updated to 7-9-09

Mexico



**Rate & Coverage Area Map**

**Verizon Wireless Nationwide, Nationwide Plus Canada, Nationwide Plus Mexico and Prepaid Plans**

**Important Map Information:**

This map is not a guarantee of coverage and may contain areas with no service. This map reflects a depiction of predicted and approximate wireless coverage. The coverage areas shown do not guarantee service availability and may include locations with limited or no coverage. Even within a coverage area, there are many factors, including network capacity, your device, terrain, proximity to buildings, foliage and weather, that may impact availability and quality of service. An all-digital device will not operate or be able to make 911 calls when digital service is not available. The Nationwide, Prepaid, Prepaid Roaming, Canada, and Mexico Rate and Coverage Areas include networks run by other carriers; some of the coverage depicted is based on their information and public sources and we cannot ensure its accuracy. See [verizonwireless.com/coveragelocator](http://verizonwireless.com/coveragelocator) for additional coverage information.

# Options

Enhance your plan with options that suit your life.

**See where your next call is coming from with City ID.\***

City ID is an enhanced Caller ID application that automatically identifies and displays the city and state for every incoming and outgoing call. City ID is preloaded on select devices and includes more than 20,000 locations in North America and 200 countries. Try it free for 15 days, and then pay just \$1<sup>99</sup> per month or an unlimited subscription of \$34<sup>99</sup> per line.

**Bring loved ones closer to you.**

Verizon Wireless makes it easy to keep in touch – even when family and friends are on the other side of the country. Add lines of service to your Family SharePlan, and your loved ones can get a phone with your local area code, so you don’t have to worry about long-distance charges.

**Get employee discounts.**

You may be eligible for an employee discount based on where you work. Visit [verizonwireless.com/getdiscount](http://verizonwireless.com/getdiscount) for details.

**Nationwide Messaging Plans make calling easier for those with special needs.**

We have plans designed specifically for our deaf or hard-of-hearing customers.

- Plans include Unlimited Messaging to anyone on any network in the U.S.
- Rates start as low as \$34<sup>99</sup> monthly access.

Visit [aboutus.vzw.com/accessibility](http://aboutus.vzw.com/accessibility)

\* Not compatible when incoming calls initiate Caller ID Block and only available in limited areas and on specific devices. Customers will be prompted to buy the City ID application after the fifth incoming call and on day 15 of the free trial. Customers who purchase the \$34<sup>99</sup> option and then cancel City ID will not receive a credit for the feature unless they contact Customer Service and request a credit.



# Nationwide Plus Canada & Nationwide Plus Mexico Plans

Your life doesn't stop at the border. Neither should your wireless plan.

## Nationwide Plus Canada Plans

- Unlimited National Mobile to Mobile Calling Minutes while in the U.S. (including Puerto Rico)
- Unlimited Long Distance to the U.S. (including Puerto Rico) and Canada (airtime charges apply)
- 1000 Night & Weekend Minutes in the U.S. and Canada
- Mobile Web\*

## Nationwide Plus Mexico† Plans

- Unlimited National Mobile to Mobile Calling Minutes while in the U.S. (including Puerto Rico)
- Unlimited Long Distance to the U.S. (including Puerto Rico) and Mexico (airtime charges apply)
- 1000 Night & Weekend Minutes in the U.S. and Mexico
- Mobile Web\*

Get all the benefits of these plans, plus the cost savings and convenience of Friends & Family. See page 10 for details. Friends & Family can be used only while in the U.S., with other U.S. phone numbers.

### Additional Information

Anytime Minutes, Night & Weekend Minutes and Per-Minute Rate are for use within the Nationwide Plus Canada or Nationwide Plus Mexico Rate and Coverage Areas, as applicable. National Mobile to Mobile Calling Minutes are for domestic calls from within the Nationwide Rate and Coverage Area. Roaming in Canada outside of the Nationwide Plus Canada Rate and Coverage Area is 69¢ per minute. **For included features, see page 12. For Additional Plan Information, see page 44. For more details, see the map on pages 16–17 and the Important Information and Additional Coverage Map section in the back of this brochure.**

\* Data package of \$9.99 or higher, or Nationwide Premium or Connect Plan, required for Enhanced Multimedia phones. All Windows Mobile, Palm and BlackBerry smartphones require a data feature of \$29.99 or higher, or a data plan. Data sent or received in Canada is billed at \$0.002/KB or \$2.25/MB. Data sent or received in Mexico is billed at \$0.005/KB or \$5.12/MB. † Plan requires International Dialing (I-Dial) capability on your account, which is subject to a minimum payment history. Verizon Wireless will terminate your service for good cause if less than half of your voice calls over three consecutive billing cycles are from within the Nationwide Rate and Coverage Area. <sup>Δ</sup> Unlimited Mobile to Mobile Calling does not apply while in Canada or Mexico.



Nationwide Plus Canada & Nationwide Plus Mexico Single-Line						
Nationwide Plus <b>Canada</b> Monthly Access	\$59 <sup>99</sup>	\$79 <sup>99</sup>	\$99 <sup>99</sup>	\$119 <sup>99</sup>	\$169 <sup>99</sup>	\$219 <sup>99</sup>
Nationwide Plus <b>Mexico</b> Monthly Access	\$54 <sup>99</sup>	\$74 <sup>99</sup>	\$94 <sup>99</sup>	\$114 <sup>99</sup>	\$164 <sup>99</sup>	\$214 <sup>99</sup>
Monthly Anytime Minutes	450	900	1350	2000	4000	6000
<b>Friends &amp; Family</b> Pick 5 friends	–	✓	✓	✓	✓	✓
No roaming charges in the U.S. or long-distance in U.S. and Canada on Nationwide Plus Canada Plans; no roaming or long-distance charges in the U.S. and Mexico on Nationwide Plus Mexico Plans.						
Night & Weekend Minutes <small>Night hours: (Mon–Fri) 9:01 p.m.–5:59 a.m. Weekend hours: (Sat–Sun) 12:00 a.m.–11:59 p.m.</small>	1000					
National Mobile to Mobile Calling Minutes	Unlimited <sup>Δ</sup>					
Per-Minute Rate After Allowance	45¢	40¢	35¢	25¢	25¢	20¢
Data Sent or Received*	\$1 <sup>99</sup> /MB (or per data package)					

Nationwide Plus Canada & Nationwide Plus Mexico Family SharePlan						
Nationwide Plus <b>Canada</b> Monthly Access for first two lines	\$89 <sup>99</sup>	\$109 <sup>99</sup>	\$129 <sup>99</sup>	\$169 <sup>99</sup>	\$219 <sup>99</sup>	\$319 <sup>99</sup>
Nationwide Plus <b>Mexico</b> Monthly Access for first two lines	\$84 <sup>99</sup>	\$104 <sup>99</sup>	\$124 <sup>99</sup>	\$164 <sup>99</sup>	\$214 <sup>99</sup>	\$314 <sup>99</sup>
Shared Monthly Anytime Minutes	700	1400	2100	3000	4000	6000
<b>Friends &amp; Family</b> Pick 10 friends	–	✓	✓	✓	✓	✓
No roaming charges in the U.S. or long-distance in U.S. and Canada on Nationwide Plus Canada Plans; no roaming or long-distance charges in the U.S. and Mexico on Nationwide Plus Mexico Plans.						
Shared Night & Weekend Minutes <small>Night hours: (Mon–Fri) 9:01 p.m.–5:59 a.m. Weekend hours: (Sat–Sun) 12:00 a.m.–11:59 p.m.</small>	1000					
Shared National Mobile to Mobile Calling Minutes	Unlimited <sup>Δ</sup>					
Per-Minute Rate After Allowance	45¢	40¢	35¢	25¢	20¢	20¢
Monthly Access Per Additional Line (Up to 3)	Add a Line \$9 <sup>99</sup>					
Data Sent or Received*	\$1 <sup>99</sup> /MB (or per data package)					

# Nationwide 65 Plus Plans

With Verizon Wireless, you can keep it simple.

- Unlimited National Mobile to Mobile Calling Minutes
- Available to customers 65 or older
- Mobile Web\*



**Samsung Knack™** (While supplies last)  
The Samsung Knack is easy to use, with large, readable keys. Just press one button to speed-dial the numbers you call most. And it's simple to set up the In Case of Emergency (ICE) key with your top emergency contacts. It also comes with an easy-charging desktop cradle.

- Features**
- Speakerphone
  - Easy-to-read menu with large lettering
- Capabilities<sup>A</sup>**
- Text Messaging



Does not apply to service.



Nationwide 65 Plus	Single-Line Plan	Two-Line Plan <sup>†</sup>
Monthly Access	\$29 <sup>99</sup>	\$59 <sup>99</sup>
Monthly Anytime Minutes	200	–
Shared Monthly Anytime Minutes	–	450
No Domestic Roaming or Long-Distance Charges.		
Night & Weekend Minutes <small>Night hours: (Mon–Fri) 9:01 p.m.–5:59 a.m. Weekend hours: (Sat–Sun) 12:00 a.m.–11:59 p.m.</small>	500	–
Shared Night & Weekend Minutes <small>Night hours: (Mon–Fri) 9:01 p.m.–5:59 a.m. Weekend hours: (Sat–Sun) 12:00 a.m.–11:59 p.m.</small>	–	1000
National Mobile to Mobile Calling Minutes	Unlimited	
Per-Minute Rate After Allowance	45¢	
Data Sent or Received <sup>*</sup>	\$1 <sup>99</sup> /MB (or per data package)	

<sup>\*</sup> Data package of \$9<sup>99</sup> or higher, or Nationwide Premium or Connect Plan, required for Enhanced Multimedia phones. All Windows Mobile, Palm and BlackBerry smartphones require a data feature of \$29<sup>99</sup> or higher, or a data plan.  
<sup>†</sup> Two lines maximum.  
<sup>A</sup> Additional charges may apply when using certain capabilities.  
Knack is a trademark of Verizon Wireless.  
Phones subject to availability. Selection may vary.

# Talk with your hands.

Send a picture, text a note or get animated with character messages. It's your choice.

## Connect your way.

Text, Picture and Video Messaging is a fast and easy way to stay connected.

- Snap and send pictures.
- Shoot/send up to 60 seconds of video.
- Use the driver-friendly message reply with Voice Message to record up to 60 seconds of your voice to respond to calls you receive on the road.\*
- 20¢ per text message sent (per recipient) or received (including Canada, Mexico and Puerto Rico).
- 25¢ per picture and video message sent (per recipient) or received (including Canada, Mexico and Puerto Rico).
- Basic Messaging<sup>†</sup> is only a \$5 monthly charge for 250 messages.

[verizonwireless.com/messaging](http://verizonwireless.com/messaging)

## Messaging Bundles

Unlimited Text, Picture & Video Messages  
with more than 80 million Verizon Wireless customers.

\$10 Monthly Charge	=	Unlimited Mobile to Mobile Messaging	+	500 Additional Messages <sup>A</sup>
\$15 Monthly Charge	=	Unlimited Mobile to Mobile Messaging	+	1500 Additional Messages <sup>A</sup>
\$20 Monthly Charge	=	Unlimited Mobile to Mobile Messaging	+	5000 Additional Messages <sup>A</sup>

<sup>A</sup> Always applies when sending and receiving Instant Messages. Also applies when sending Text Alerts and Text, Picture and Video Messages: (i) with non-Verizon Wireless customers in the United States and on participating networks in Canada, Mexico and Puerto Rico; and (ii) via email. Premium Messaging programs not included. Overage Rate is 10¢ per message sent (per recipient) or received for Text/Picture/Video Messages.  
Unlimited Mobile to Mobile Messaging with other Verizon Wireless customers from within the National Enhanced Services and Extended National Enhanced Services Rate and Coverage Areas. Text, Picture and Video Messaging is not available throughout the Nationwide Rate and Coverage Area. Instant Messages are not included as Mobile to Mobile Messages in any Unlimited Mobile to Mobile Messaging plan.

## Additional Information

For additional details, see the Important Information and Additional Coverage Map section in the back of this brochure.

<sup>\*</sup> Users can also send a voice message by creating a sound within a Picture Message; Picture Message rates apply.  
<sup>†</sup> Premium Messaging programs and Mobile to Mobile Messaging not included. Overage Rate is 10¢ per message sent (per recipient) or received for Text/Picture/Video Messages.  
<sup>‡</sup> Standard messaging rates apply. Additional premium rates apply to picture alerts (which you will be required to accept before enrolling).  
<sup>1</sup> Message charges will be billed to recipients. There is no charge to send an animated message through [verizonwireless.com/animatedmessaging](http://verizonwireless.com/animatedmessaging); however, airtime or data usage will apply when sending animated messages through Mobile Web on your device.  
Some short codes carry premium charges, which you'll be prompted to accept before subscribing and sending. Opt out of a program by texting "stop" to the code.  
Additional charges apply for international messages.

## Store your pictures.

- Save up to 75 pictures free of charge or get unlimited storage for pictures and videos for only \$1<sup>99</sup> per month.
- Order prints – and gifts like mugs, albums and postcards – and have them delivered or pick them up.
  - Customize pictures with Fun Effects.

[verizonwireless.com/picture](http://verizonwireless.com/picture)

## IM from your device.

With Mobile IM,<sup>‡</sup> have full IM conversations on AIM®, Yahoo! and Windows Live Messenger™ just like on your PC. The application is preloaded on most devices and is now available on select BlackBerry devices and smartphones. Standard messaging rates apply. [verizonwireless.com/IM](http://verizonwireless.com/IM)

## Stay informed.

Receive fast, timely and automatic alerts,<sup>‡</sup> including AMBER alerts, sports scores and weather. [verizonwireless.com/alerts](http://verizonwireless.com/alerts)

## Make your messages move.

Send cool animated character messages with Animated Messaging.<sup>1</sup> Just choose a character and the text you want it to say and send your message to any email address or Verizon Wireless mobile phone number. [verizonwireless.com/animatedmessaging](http://verizonwireless.com/animatedmessaging)



# Prepaid Plans

Just pay on the days you use it.

- Expanded coverage area. See the map on pages 16–17 for details.
- Variety of plans available to fit your lifestyle and budget.
- Unlimited Nights and Weekends are included in the Prepaid Plus Plan.
- No long-term contracts, deposits or credit checks.

Verizon Wireless Prepaid Plans	Prepaid Unlimited Talk	Prepaid Plus	Prepaid Core	Prepaid Basic
Daily Access (Only on days used)	\$3 <sup>99</sup>	\$1 <sup>99</sup>	99¢	
Mobile to Mobile Calling (With Verizon Wireless customers)	Unlimited	Unlimited	Unlimited	25¢ per minute
Night & Weekend Minutes (Per-minute)	Unlimited	Unlimited	10¢	
Each Additional Minute (For all other calls)	Unlimited	5¢	10¢	20¢ per text message
Text Messaging Rates (Per message sent (per recipient) and received)	1¢	5¢	10¢	

Messaging Bundles

Unlimited Text, Picture & Video Messages

\$10

Per Month

=

Unlimited Mobile to Mobile Messaging

+

250

Additional Messages\*

with more than 80 million Verizon Wireless customers

\$20

Per Month

=

Unlimited Messaging\*

to anyone on any network in the U.S.

\* Additional and Unlimited Messages apply when sending and receiving: (i) Instant Messages, Text Alerts, and Picture and Video Messaging Portal Messages; (ii) Messages with non-Verizon Wireless customers in the United States or participating networks in Canada, Mexico and Puerto Rico; or (iii) via email. Unlimited Messages also include Mobile to Mobile Messages with Verizon Wireless Customers. For Additional Messages, overage Messaging rates default to those of your Plan. Premium Messaging programs and International Messaging not included.

Unlimited Calling, Mobile to Mobile Calling/Messaging with Verizon Wireless Customers, Night Minutes, Weekend Minutes and Each Additional Minute rates are for domestic calls/messages from within the Verizon Wireless Prepaid Rate and Coverage Area. Night Minutes are from 9:01 p.m. to 5:59 a.m. Weekend Minutes are from 12:00 a.m. Saturday to 11:59 p.m. Sunday. Messaging Rates are per message sent (per recipient) or received from within the U.S. to the U.S., Canada, Mexico and Puerto Rico. Activation fee up to \$25 may apply. Once activated, account balance will expire based on initial payment or in 60 days, whichever is longer. Domestic Long Distance included. Domestic Roaming Per-Minute Rate is 20¢. Detailed Billing and Premium Voice Mail are not available on Verizon Wireless Prepaid Plans. Payment expirations once applied to the account: \$15–\$29<sup>99</sup> for 30 days; \$30–\$74<sup>99</sup> for 90 days; \$75–\$99<sup>99</sup> for 180 days; \$100 or more for 365 days.



## Prepaid Plans include the following features:

**Unlimited Mobile to Mobile Calling**  
Connect with more than 80 million Verizon Wireless customers on the Prepaid Unlimited Talk, Plus and Core Plans.

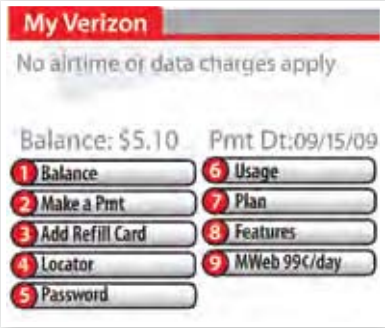
**Picture, Video and Voice Messaging**  
25¢ per message sent (per recipient) or received, including Canada, Mexico and Puerto Rico.

**Domestic Roaming**  
20¢ per minute.

**411 Search<sup>†</sup>**  
Just \$1<sup>49</sup> per call, plus airtime. For more information, please see page 12.

## Manage your account on your phone:

My Verizon lets you view your account balance, make a payment, find a payment location, sign up for Auto Pay, manage your features and more.



### Additional Information

For more details, see the map on pages 16–17 and the Important Information and Additional Coverage Map section in the back of this brochure.

**International Services**  
Pay as you go – no matter where you go:

- International Voice Calling<sup>A</sup>**  
Each Additional Minute rate, plus the following surcharges:
- Puerto Rico: no extra charge.
  - Mexico: 10¢ per minute to landline numbers; 29¢ per minute to wireless numbers.
  - 29¢ per minute to Canada, Guam, Saipan and the U.S. Virgin Islands.
  - \$1<sup>49</sup> per minute to other available locations.

**International Text Messaging<sup>A</sup>**  
25¢ per message sent (per recipient) or as low as 1¢ per message received, depending on your Plan.

- International Roaming – Voice Calling<sup>A</sup>**
- 69¢ per minute from Canada, Puerto Rico and the U.S. Virgin Islands.
  - 99¢ per minute from Mexico.
  - \$1<sup>99</sup> per minute from Bermuda.

- International Roaming – Text Messaging<sup>A</sup>**
- 50¢ per message sent (per recipient).
  - 5¢ per message received.

## Get cool optional services on all Prepaid Plans:

- Page 15 Mobile Email** \$6<sup>99</sup> for 30 days of service.
- Page 32 Ringtones,<sup>✓</sup> Ringback Tones<sup>1</sup> and MP3s**
- Page 33 V CAST Music with Rhapsody<sup>®v2</sup>**
- Page 36 VZ Navigator** Just \$2<sup>99</sup> per day (24-hour period).
- Page 37 Mobile Web** Surf the Internet for 99¢ per day (24-hour period).
- Page 39 Games<sup>✓</sup>**



VZ Navigator

<sup>†</sup> When outside the Verizon Wireless Prepaid Rate and Coverage Area, 411 Search rates, automatic connection and enhanced services may vary.  
<sup>A</sup> Locations and rates subject to change without notice. Unlimited Calling and Messaging Bundles, and Night, Weekend and Mobile to Mobile Minutes do not apply to International Services. Data services and features not available when Roaming. International Roaming coverage only available on participating networks and is not guaranteed. Calling and Messaging to some locations may not be available at all times. For details on International Services, as well as the latest available locations and rates, visit [verizonwireless.com/prepaid](http://verizonwireless.com/prepaid)  
<sup>✓</sup> Additional charges apply.  
<sup>1</sup> Voice Mail is required for use of Ringback Tones.  
<sup>2</sup> Verizon Wireless Prepaid customers are not eligible for V CAST Music with Rhapsody<sup>®</sup> monthly subscription service, but they can sign up with a credit card on [rhapsody.com](http://rhapsody.com) and sync music to their subscription-capable device or subscription-capable MP3 player.

# Connection perfection.

With Verizon Wireless Mobile Broadband, you can work or play in more places than ever before.

- Complement your home Internet connection with Mobile Broadband and stay in touch with your life when you're on the go.
- Check email, send instant messages, download music and videos, or interact with friends on MySpace – all on America's Largest 3G Network, covering more than 90% of the U.S. population.
- Typical download speeds are 600 Kbps to 1.4 Mbps. Upload speeds average 500 to 800 Kbps.\*†
- When in Mobile Broadband markets that do not yet have EV-DO Rev. A, you can expect download speeds of 400 to 700 Kbps and upload speeds of 60 to 80 Kbps.‡

Visit [verizonwireless.com/broadband](http://verizonwireless.com/broadband) and [verizonwireless.com/broadbandcoverage](http://verizonwireless.com/broadbandcoverage)

Mobile Broadband Plans (NationalAccess service included)	With a PC Card, ExpressCard, USB Modem, Intelligent Mobile Hotspot or notebook/netbook with Mobile Broadband Built-In	
	Light users	Heavy users
Which plan is right for you?	Need a mobile connection 7–8 hours a month for: <ul style="list-style-type: none"><li>• Checking email</li><li>• Light web browsing</li></ul>	Need a mobile connection very frequently for: <ul style="list-style-type: none"><li>• Checking email with attachments</li><li>• Heavy web browsing</li></ul>
Monthly Access	\$39 <sup>99</sup>	\$59 <sup>99</sup>
Monthly Allowance	250 MB	5 GB (5120 MB)
Per-MB Rate After Allowance	10¢	5¢
Approximate Data Usage <sup>A</sup>		
Activity Type	Approximate Size	
Email (1 text page without attachments)	3 KB	
Word Document (With 5 text pages)	70 KB	
Typical Web Page Lookup	300 KB <sup>√</sup>	
Low Resolution Digital Photo	500 KB	
PowerPoint Presentation (20 pages with text and light graphics)	3 MB	
V CAST Music with Rhapsody® PC Download (3-minute song)	4 MB	

Please note: 1024 KB = 1 MB; 1024 MB = 1 GB

<sup>A</sup> The above examples are just estimates, based on approximate size assumptions. Actual file sizes and user experiences will vary.

<sup>√</sup> Graphically intense pages or pages with video can exceed 3 MB.



## Not ready for a monthly commitment? No problem.

At Verizon Wireless, we know a lot can happen in a day. But you can stay on top of it all – without a monthly commitment – with **DAYPASS**.<sup>1</sup> For one low price, you get a 24-hour session<sup>2</sup> of high-speed Internet access. It's the same coverage and speed you expect from Verizon Wireless – minus the commitment. For pricing and additional details, visit [verizonwireless.com/daypass](http://verizonwireless.com/daypass)

## How can I check data usage for my Mobile Broadband device?

You can check your approximate unbilled monthly data usage for your Mobile Broadband device through the following options:<sup>3</sup>

- **VZAccess**® Manager “Usage” button<sup>4</sup>
- My Verizon or My Business Account
- Have your Mobile Broadband device wireless number available and call **1.800.922.0204**.

**Data Roaming**

- Data usage within the Canada Rate and Coverage Area will be billed at <sup>3</sup>0.002/KB or <sup>2</sup>2<sup>95</sup>/MB.
- Data usage within the Mexico Rate and Coverage Area will be billed at <sup>3</sup>0.005/KB or <sup>5</sup>5<sup>12</sup>/MB.
- In the Aruba, Bermuda, Cayman Islands, China, Dominican Republic, Guam, India, Israel, Jamaica, Saipan and South Korea Enhanced Services Rate and Coverage Areas, usage will be billed at a rate of <sup>3</sup>0.02/KB or <sup>2</sup>20<sup>95</sup>/MB.
- You must add I-Dial to your account to roam in many destinations. To add I-Dial to your account, and for more information on Wireless Data Roaming in Aruba, Bermuda, Canada, the Cayman Islands, China, the Dominican Republic, Guam, India, Israel, Jamaica, Mexico, Saipan and South Korea, call **1.800.922.0204** or visit [verizonwireless.com/naroaming](http://verizonwireless.com/naroaming)
- Only the Canada Broadband Rate and Coverage Area supports EV-DO.

\* Speeds require an EV-DO Rev. A–capable device. When using an EV-DO device that is not Rev. A–capable or traveling in the Extended Broadband Services Rate and Coverage Area, you can expect download speeds of 400–700 Kbps and upload speeds of 60–80 Kbps.

† Mobile Broadband speed claims based on our network tests with 5 MB FTP data files, without compression. **VZAccess** Manager will indicate when you're in an EV-DO Rev. A coverage area.

<sup>1</sup> **DAYPASS** usage is not available on any PC Cards. Only available on ExpressCards, USB modems, Intelligent Mobile Hotspots and Mobile Broadband Built-In on select notebooks.

<sup>2</sup> 24 consecutive hours of Mobile Broadband service.

<sup>3</sup> There will be a time lag between the end of a data session and the point at which the usage will appear on any of these tools.

<sup>4</sup> Customers must download the most recent version of **VZAccess** Manager from [vzam.net](http://vzam.net) for this capability. For Windows, version 6.7 or higher. For Mac OS X, version 4.0 or higher. When

## Get connected – with ease.

- Take your laptop virtually anywhere with one of our modem devices. Choose from Mobile Broadband PC Cards, USB Modems, ExpressCards or notebooks/netbooks with Mobile Broadband Built-In.
- With the Verizon Wireless MiFi™ 2200 Intelligent Mobile Hotspot, you can connect up to five Wi-Fi-enabled devices through one convenient Mobile Broadband device.

## Expanded broadband

GlobalAccess lets you take your laptop more places than ever with expanded Mobile Broadband service abroad. Get access to Internet, email, intranet and applications through global wireless networks in more than 180 destinations, over 50 with 3G speed. See [verizonwireless.com/goglobal](http://verizonwireless.com/goglobal) for pricing.

## Included features

Mobile Broadband Plans include Text Messaging<sup>5</sup> and *New Every Two*. Digital service and specific equipment may be required.

**Additional Information**

For more details about MiFi, see page 9. For Additional Plan Information, see page 44.



using Intelligent Mobile Hotspot, you must connect with the included USB cable to check your usage in **VZAccess** Manager.

<sup>5</sup> Not available in some areas. Text Messaging is 20¢ per message sent (per recipient) or received (including messages to and from wireless customers in Canada, Mexico and Puerto Rico). International Text Messaging is 20¢ per message received and 25¢ per recipient per message sent. For PC Card, ExpressCard, USB Modem, Intelligent Mobile Hotspot and Mobile Broadband Built-In notebook/netbook devices, if you don't utilize **VZAccess** Manager (or an SMS-capable connection manager) you will be billed for text messages that are sent to you, but you will not be able to receive them. When using Intelligent Mobile Hotspot, you must be connected via the provided USB cable to receive text messages; if you are connected via Wi-Fi, you will be billed for text messages that are sent to you, but you will not receive them. Text Messaging Block is available upon request.



# Life made easy. With My Verizon.

It's your time and your money. Manage your account however and whenever you want.

Watching the clock – and your budget – isn't always easy. My Verizon can help you save time and money.

### Save time.



#### Switch phones – instantly.

Lost your phone and can't make it to a Verizon Wireless store right now? Easily activate an old phone and don't miss a call. Lost, stolen or damaged phone? If you have Equipment Protection, place a claim online through *My Services > My Phone* and your device will be shipped via overnight delivery.



#### Transfer your contacts in no time.

Don't lose your contacts. When you register for My Verizon as the Account Owner, we'll waive the monthly charge for **Backup Assistant**\* (a \$1<sup>99</sup> per month value, for each line on your account). See page 41 for more details.



#### New! Move your media.

When you switch to a new phone, there's no need to spend hours getting back your favorite Ringtones, applications and games. My Media Retrieval helps you do it all online, in minutes. Log on to My Verizon and select *My Services > My Media* to get started.<sup>†</sup>



#### Set some boundaries.

Be sure your kids can access only what you want them to. With Verizon Safeguards available at My Verizon, it's a snap to set up content filters and usage controls, and block unwanted calls, messages and Internet spam.



#### Find reviews you can use.

Shopping for phones? Don't bother scouring the web for equipment reviews. See how customers like you rate our phones, and leave feedback of your own.



#### Join Verizon Community Forums.

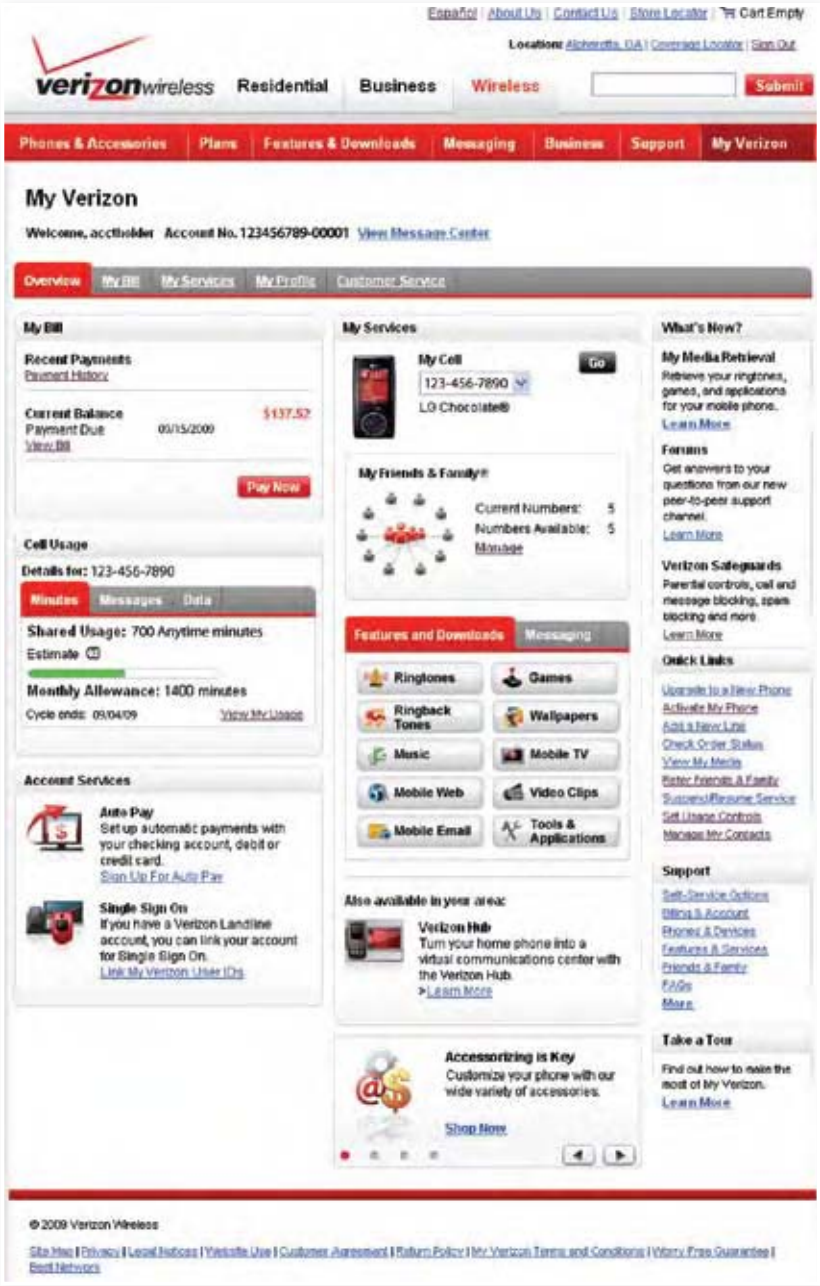
It's the place where users help other users. Get answers to your questions, tell your stories, exchange tips and more. Start learning and sharing today.

#### Manage your account on the go – for free.

Can't get to a computer? Get account info right on your phone with My Verizon Handset. Key functions include:

- Check Balance and Usage (minutes, messaging and data)
- Make Payments and Review Last Five Payments
- View Current Plan
- Add or Delete Features
- Manage your Friends & Family numbers

To get My Verizon Handset,<sup>‡</sup> go to: *Menu > Settings & Tools > My Verizon*. (Some handsets may display *My Account*.) Directions may vary for BlackBerry, smartphones and other devices.



Register now at **verizonwireless.com/myverizon**

### Save money.



#### Pick your Friends & Family.

Now's the perfect time to visit My Verizon. Manage Friends & Family online, set and change your numbers whenever you want, and get unlimited calling to the people you call most. Anywhere in America. Anytime. Please see page 10 for more details.



#### Manage your minutes.

My Verizon makes it easy to avoid overage fees. With **Minute Check**,<sup>‡</sup> find out if you're using more minutes than your Plan includes. If you are, save money by changing to another plan, now or later. You can change your Plan without extending your contract, and you can even backdate the change to the beginning of your bill cycle.



#### Get a new phone for less.

With **Annual Upgrade**, sign up for a two-year agreement on a plan of at least \$49<sup>99</sup> and you can buy a new phone at its promotional price every year with a two-year renewal (upgrade fee may apply). Or log in, click on *My Services > My Phone* and see when you'll be eligible for the *New Every Two* discount. You only have to fulfill 20 months of your 24-month term to take advantage of *New Every Two*.



#### Pay bills your way.

View or print your bills anytime. Go green and set up Paperless Billing. Make one-time payments, or use Auto Pay and never worry again about missing a payment.



#### Track referral rewards.

Introduce us to your friends and you'll both get rewarded.

Get a \$25 Verizon Wireless Rewards Visa® Debit Card<sup>1</sup> just for referring new customers to America's Largest and Most Reliable Wireless Network. Visit **verizonwireless.com/myverizon** for details. Limit 5 per year.



\* Subject to specific terms of use. Results may vary based on backup schedule and other factors.  
<sup>†</sup> Available to consumer customers only with *Get It Now/Media Center*—capable devices who are enrolled in My Verizon. Standard content charges will apply for all downloads, unless you are retrieving eligible content to a certified like-new replacement device through My Media Retrieval. Airtime or megabyte charges, as applicable, apply for all downloads. Does not apply to business customers, federal/state government customers, national account customers, or PDA and smartphone users.  
<sup>‡</sup> There are no airtime or data charges for using these services from the National Enhanced Services Rate and Coverage Area.  
<sup>§</sup> See **verizonwireless.com/myverizon** for details. Minute Check is available for accounts with up to 10 lines that are enrolled in My Verizon.  
<sup>1</sup> Cards are issued by Citibank, N.A., pursuant to a license from Visa U.S.A., Inc., and managed by Citi Prepaid Services. Cards will not have cash access and can be used everywhere Visa Debit Cards are accepted.



# Go global.

Verizon Wireless keeps you connected around the corner and around the world.

### Lots of locations

The world is calling. Answer it. With Verizon Wireless, you can call and text in more than 200 destinations. Plus, with more data coverage than ever before, you can email and browse the World Wide Web – around the whole wide world. So before you travel the globe, for business or pleasure, switch to Verizon Wireless, America’s Largest Wireless Network. Visit [verizonwireless.com/goglobal](http://verizonwireless.com/goglobal) for details.

### One phone

You’ll love the convenience of one phone with voice and data services at home and abroad. Choose from a variety of Dual Band and Quad Band GSM and UMTS-capable phones, including BlackBerry devices.

### Find your way

Don’t get lost trying to find the must-see sights on your itinerary. The GPS technology of VZ Navigator™ Global\* will guide you where you need to go in destinations around the world. See page 36 for more details.



For more information on phones, see pages 2–7.



### Here’s how it works:

#### From the U.S.:

It’s easy to keep connected. You can use your own phone to call anywhere in the world. (You may need to activate international dialing capability.) International long-distance rates start at 49¢ per minute, plus airtime.

#### International Long-Distance Value Plan

If you’ve got friends in faraway places, stay in touch for less. For \$3<sup>99</sup> monthly access, you’ll get rates as low as 6¢ per minute, plus airtime, for calls from your Home Rate and Coverage Area.

#### International Messaging

Send text messages to family and friends in more than 120 destinations for just 25¢ per recipient or receive a message for 20¢. Picture and video messaging to select destinations is 50¢ per message per recipient to send or 25¢ per message to receive. Visit [verizonwireless.com/internationalmessaging](http://verizonwireless.com/internationalmessaging)



**You get the best!**  
Global Traveler readers gave us the magazine’s GT Tested Award, the most sought-after recognition of excellence in business travel.

#### Outside the U.S.:

**Global Phone** offers the convenience of reliable, consistent voice service at home and abroad, so you can stay in touch as you travel the globe.<sup>†</sup> Check out the benefits:

- One phone, with voice coverage in more than 220 destinations around the world.
- One number, no matter where you are.
- One bill, for both domestic and international calls.

#### Global Value Plan

Get discounted rates in more than 150 destinations for just \$4<sup>99</sup> per line per month.

#### Messaging around the world

No time to call? No worries. You can send text messages while traveling the world. Rates are 50¢ per message sent (per recipient) and 5¢ per message received. Picture and video messaging<sup>Δ</sup> is 50¢ per message per recipient to send and 25¢ per message to receive, plus global data roaming charges.

#### Start cruising

With our Cruise Ship Service, you can call loved ones from international waters while on 17 major cruise lines, including Carnival®, Disney and Royal Caribbean®, for \$2<sup>49</sup> per minute.

### How to go global:

	With any Verizon Wireless Phone	With an Enhanced Global Phone	
		Occasional Global Traveler <sup>†</sup>	Purchase a Global-Capable Device
How It Works	Use your phone in more than 40 popular destinations worldwide, including Canada, China, India, Brazil, the Dominican Republic and the Bahamas, while roaming.	Use our Global Travel Program for occasional travel abroad in most overseas locations. Wireless voice- and data-capable devices are available.	Get a global phone, BlackBerry device or modem device for wireless service in the U.S. and in more than 220 destinations worldwide. <sup>1</sup>
Cost	Voice rates as low as <b>69¢</b> per minute For a complete list of destinations and rates, visit <a href="http://verizonwireless.com/goglobal">verizonwireless.com/goglobal</a>		
Sign Up	1.800.922.0204	1.800.711.8300	1.800.2 JOIN IN

International Dialing should be added to account prior to calling or roaming internationally. Selection may vary. Phones subject to availability. In order for your global phone to work while traveling in GSM/UMTS destinations, you must have a SIM card and you must have global capabilities on your account.

Global Services require credit approval.

\* Available on select global-capable devices.

<sup>†</sup> Service may be restricted without notice. Coverage limitations and maps available at [verizonwireless.com/goglobal](http://verizonwireless.com/goglobal)

<sup>Δ</sup> In addition to the pay-per-message rates, global data roaming rates also apply: Canada – \$0.002/KB or \$2<sup>99</sup>/MB; Mexico – \$0.005/KB or \$5<sup>99</sup>/MB; all other destinations – \$0.02/KB or \$20<sup>99</sup>/MB. See the Business brochure for more details on global data roaming charges.

<sup>√</sup> Certain restrictions apply.

<sup>1</sup> Data availability in more than 180 international destinations with a GSM Quad Band/UMTS device.



# Options

Music, Ringtones, Videos, TV, Games &amp; More | Pages 32-43

## Increase your App-titude.

Your phone can do more than just make calls. Explore the possibilities with the latest apps from Verizon Wireless. You'll find entertainment's biggest names, the hottest games and more, including GPS-based directions.



LG enV® TOUCH

LG enV® 3

Celebrity endorsements not implied.

Downloaded content and applications may only be used on the device to which they are downloaded. If you change devices, you will need to re-download the content and pay any applicable charges. Always download and use content legally. Not all applications are available on all devices.

All company names, trademarks, logos and copyrights not the property of Verizon Wireless are the property of their respective owners.

### Music Applications 32

Get the latest music with Verizon Wireless Media Store and V CAST Music with Rhapsody®.

### Video & TV Applications 34

Keep up with your favorite TV shows, plus videos, sports and more, with V CAST Video On Demand and V CAST Mobile TV.

### Productivity Applications 36

Get more done on the go with hard-working apps like VZ Navigator, Mobile Web and more.

### Visual Voice Mail 38

Check and manage Voice Mail on screen.

### Gaming Applications 39

Take today's hottest games with you.

### Chaperone, Usage Controls, Content Filters & Spam Controls 40

Protect your family and your pocketbook.

### Roadside Assistance & Backup Assistant 41

Get help on the road and secure your contacts.

### Total Equipment Coverage 42

Protect your phone from loss, damage and more.

### Push to Talk 43

Connect with the push of a button.



# Get tuned in.

Bring music – and personality – to your phone.

## Take your favorite MP3s with you.

You can buy and download full songs from our catalog of millions of MP3s. Use a compatible USB cable to transfer downloaded MP3s to your V CAST music phone. To find out more, visit the Verizon Wireless Media Store at [verizonwireless.com/mediastore](http://verizonwireless.com/mediastore)

## Ringtones

Listen to your favorite song each time someone calls you. The Verizon Wireless Media Store has thousands of songs and sounds to choose from. Buy them on your phone or on your computer for \$2<sup>99</sup> per tone. Discounts available when purchased as a Ringtone/Ringback Tone bundle.

## Ringback Tones

Why should you have all the fun? Entertain your callers, too, with Ringback Tones\* – songs or sounds they'll hear while waiting for you to answer. There are more than 50,000 to choose from. Pricing is 99¢ per month and \$1<sup>99</sup> one-time charge per tone (12-month license<sup>†</sup>). You can even create multiple jukeboxes for random song playback.

## Bundle your tones and save.

You can get discounted rates on most songs when you buy them as both a Ringtone and a Ringback Tone. Or buy jukeboxes – bundles of Ringback Tones – at discounted rates. Prices vary by jukebox bundle.

## Where to get them:

There are two ways to buy Ringtones and Ringback Tones:

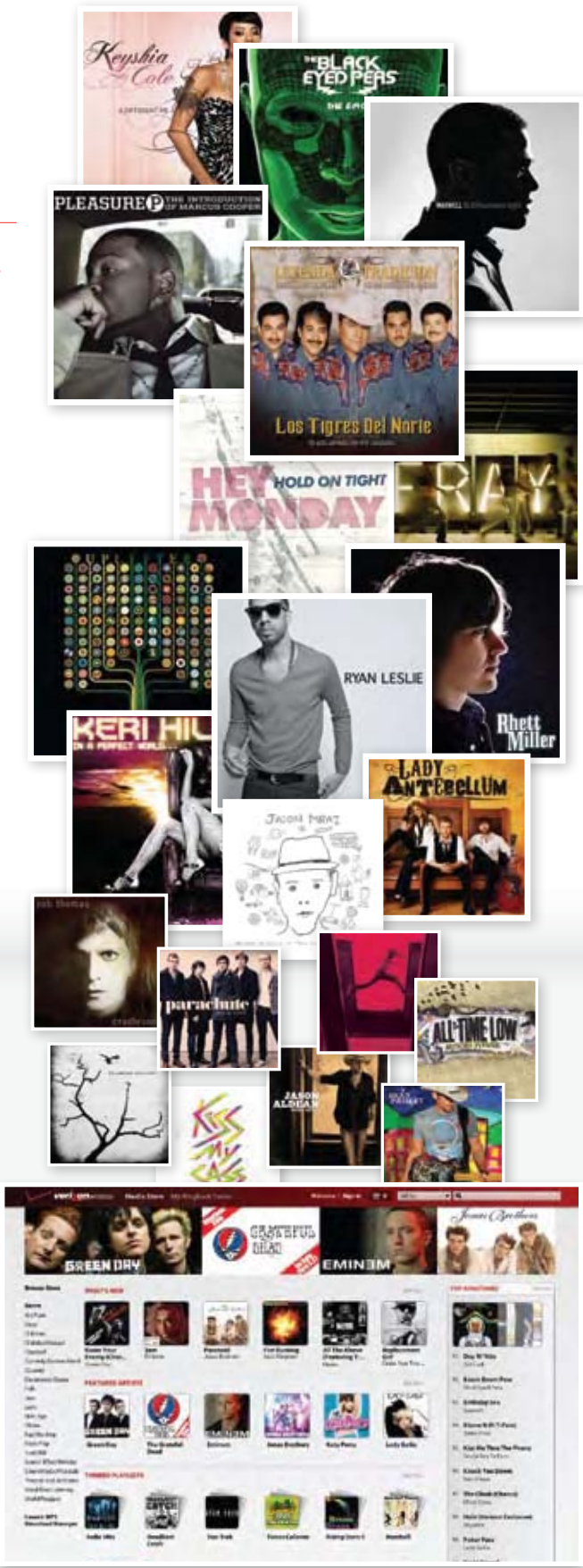
- On your phone at *Get It Now/Media Center > Music & Tones > Get New Ringtones > VZW Tones Deluxe.*
- On the web at [verizonwireless.com/mediastore](http://verizonwireless.com/mediastore)

Smartphone users should go to Application Center, VZAppZone or VZ Start on their browser.

Download charges apply.

\* Voice Mail is required for use of Ringback Tones. If your account does not already have Voice Mail, Basic Voice Mail will be provisioned at no charge.

<sup>†</sup> 100-tone max.



# The beat goes on.

Keep the party going with V CAST Music with Rhapsody®.

## Turn your phone into a personal music player.

V CAST Music with Rhapsody® gives you unlimited access to millions of songs. For just \$14<sup>99</sup> per month, you can listen to as many songs as you want and transfer music from your PC to up to three compatible devices.<sup>Δ/</sup>

## More ways to listen.

In addition to the subscription service, V CAST Music with Rhapsody® gives you two ways to buy songs individually:

**Purchase songs on your phone and get a second copy to download on your PC.** Songs are \$1<sup>99</sup> each (including the second copy).<sup>1</sup> To get the song on your PC, just download the free V CAST Music with Rhapsody® software<sup>2</sup> from [verizonwireless.com/music](http://verizonwireless.com/music), and sign in with your Verizon Wireless number and My Verizon password.

**Buy songs on your PC and transfer them to your device** (compatible USB cable required and may be sold separately). Once you've downloaded the free V CAST Music with Rhapsody® software<sup>2</sup> on your PC from [verizonwireless.com/music](http://verizonwireless.com/music), you can buy individual songs or even get complete albums.

Get access to more than 5 million MP3s at [verizonwireless.com/mp3](http://verizonwireless.com/mp3)

Subscription Service	Monthly Charge
V CAST Music with Rhapsody <sup>Δ/</sup>	<b>\$14<sup>99</sup></b>
Add memory cards for more music.	
2 GB	1000 songs <sup>3</sup>
4 GB	2000 songs <sup>3</sup>
8 GB	4000 songs <sup>3</sup>

Rhapsody and the Rhapsody logo are trademarks and registered trademarks of RealNetworks, Inc.

<sup>Δ</sup> V CAST Music with Rhapsody® monthly subscription customers must sync their subscription-capable device to the PC software once per month to renew song licenses.

<sup>/</sup> V CAST Music with Rhapsody® subscription-capable device required. In-store device software update flash may be required. Verizon Wireless Prepaid customers are not eligible for V CAST Music with Rhapsody® monthly subscription service, but they can sign up on [rhapsody.com](http://rhapsody.com) with a credit card and sync music to their subscription-capable device or subscription-capable MP3 player.

<sup>1</sup> In addition to the per-song download charge, a 99¢ fee applies to the first song Verizon Wireless Prepaid customers purchase from their phones in any 24-hour period. Battery depletion from song listening and/or downloading varies on all devices.

<sup>2</sup> Software available only on Microsoft® Windows Vista™ or Windows XP.

<sup>3</sup> Approximate number based on manufacturer's labeled memory card size and 4-minute songs at 64 Kbps downloaded to your phone over the air. Synced music files may require significantly more memory.

<sup>Δ</sup> Downloading the V CAST Song ID application will require approximately 1 MB of data. V CAST Song ID is not available on all devices; results are not guaranteed and not all content is available for purchase. For availability, visit [verizonwireless.com/songid](http://verizonwireless.com/songid)

## Name That Tune



Need to know who sings that new song? V CAST Song ID<sup>Δ</sup> can help. Hold your phone up when you hear the song playing and Song ID will identify it for you.

Visit [verizonwireless.com/songid](http://verizonwireless.com/songid)



Options

# Your shows on your time.

With full episodes of your favorite TV shows, concerts and live sports events, V CAST Video On Demand is entertainment that goes where you go.



V CAST Video On Demand now available on the BlackBerry Storm!

- Catch full seasons of your favorite shows from anywhere in the V CAST Coverage Area. We've got more than 100 channels, with additional shows added every day in on-demand, full-length episodes.
- Here's a look at some of what you can watch:
- ABC favorites *Desperate Housewives* and *Grey's Anatomy*
  - *CSI* and *The Young and the Restless* from CBS
  - NBC hits like *The Office* and *30 Rock*
  - The best of cable, including Disney Channel's *Hannah Montana* and Comedy Central's *The Colbert Report*
  - Live sports and events, including Notre Dame football from NBC
  - Concert footage from artists like Taylor Swift and the Jonas Brothers

Visit [verizonwireless.com/vcast](http://verizonwireless.com/vcast)

**Additional Information**  
For more details, see the Important Information and Additional Coverage Map section in the back of this brochure.

V CAST Video On Demand is also available for \$3 for 24 hours, only through direct access from your V CAST-capable device with Video Client software version 3.0 or higher. This option includes access to unlimited basic video clips, but does not include any access to ESPN MVP. Music videos can be downloaded but cannot be streamed.  
©Disney Hannah Montana. All rights reserved.  
Celebrity endorsements not implied.

## ESPN MVP

### Your sports connection

Manage your ESPN Fantasy Teams, personalize your favorites, keep up to speed on key matchups with Gamecast and access up-to-the-minute stats, scores, news and alerts.

### Gamecast

Track what's happening when it's happening – on the court, on the field and on the diamond. One-touch access to your favorite teams, stats, scores and standings.

ESPN MVP is included with a V CAST Video On Demand subscription.  
Visit [verizonwireless.com/espn](http://verizonwireless.com/espn)

**Try it now!**  
A limited two-use trial is now available on all ESPN MVP-capable phones.



Downloading the ESPN MVP application will require approximately 3 MB of data. Data sent or received during the trial will be aggregated at the end of each month, rounded up to the next megabyte and billed at \$1.99/MB or per your data package.

# TV to go.

V CAST Mobile TV puts the best of television in the palm of your hand.

- With more than 25 prime-time shows and kids' programming, V CAST Mobile TV lets you watch your favorite programs on the go. Just press the TV key on your device.
- Surf top-rated shows from your favorite networks.
  - Use our program guide and optional Parental Controls.
  - Watch ESPN favorites like *Pardon the Interruption*, *Around the Horn* and *Fantasy Focus*.
  - Get live sports coverage, including college and pro basketball, college and arena football, soccer, professional auto racing, golf, boxing, tennis, extreme sports and more!
- Visit [verizonwireless.com/mobiletv](http://verizonwireless.com/mobiletv) or speak with a Sales Representative for details.



**V CAST Mobile TV includes:**

- **Unlimited Access to:** ESPN Mobile TV, ESPN Radio, MSNBC, CNBC, NBC2Go, CBS Mobile, Comedy Central, MTV, MTV Tr3s, Nickelodeon, FOX and FOX News channels.
- Block programs by rating.

**\$15**  
Monthly Charge  
(plus data charges)



Motorola Krave™ (While supplies last)  
Screen graphics simulated.

Not available in all areas. Visit [verizonwireless.com/coverageLocator](http://verizonwireless.com/coverageLocator) for V CAST Mobile TV Coverage Maps. For important additional information, including the collection, transmission and use of viewing information, see the V CAST Mobile TV Terms and Conditions in the back of this brochure. V CAST Mobile TV phone required; coverage not available everywhere. All company names, trademarks, logos and copyrights not property of Verizon Wireless are the property of their respective owners. All rights reserved.  
Celebrity endorsements not implied.



# Put your phone to work.

Get directions. Pay your bills. Get help with your golf game. Even tune your guitar. We've got tons of productivity apps to help you do it all on the go.

## VZ Navigator

The GPS technology of VZ Navigator tells you where you are, what's nearby and how to get there.

**New! VZ Navigator Global**

For \$19<sup>99</sup> per month, you can enjoy the benefits of VZ Navigator when you travel overseas. Global device with Global subscription required. Not available in all countries. For other terms and conditions, see page 48.

**Automatic Speech Recognition**

- Enter address information with your voice.
- Verbally launch a point-of-interest search from the main screen.

**Traffic Integration**

Receive free traffic alerts and rerouting options.

**Auto-rerouting**

If you make a wrong turn, VZ Navigator can get you back on the right track.

**Gas Finder**

Find gas prices and get directions to the station.

**Local Search**

- Find more than 15 million local businesses and attractions in the U.S., such as restaurants, theaters or ATMs.
- Look up movies and movie times.

**Place Messaging**

Share a location with other Verizon Wireless customers.

**Website**

Send locations to Verizon Wireless customers, manage favorites, sync to your device and much more.

**Local Weather Forecasts**

**Enhanced 3-D Driving Maps**

Also available for certain BlackBerry and Windows Mobile® devices.

For more information, please visit [verizonwireless.com/vznavigator](http://verizonwireless.com/vznavigator)



BlackBerry® Tour™

## Tools for the road.



Window Mount

Vehicle Charger

Map data provided by

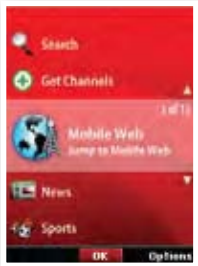
VZ Navigator Pricing Options	
DOMESTIC	
Monthly Charge	\$9 <sup>99</sup> per line
Per-Day Charge (good for 24 hours)	\$2 <sup>99</sup> per line
GLOBAL	
New! VZ Navigator Global	\$19 <sup>99</sup> per month, per line

Features may vary on different devices. Automatic Speech Recognition and VZ Navigator Global available on certain devices. VZ Navigator screen images may vary by device. Subject to specific terms of use. Text Messaging fees and airtime may apply when using certain features. Available only in the National Enhanced Services Rate and Coverage Area. Always use caution when displaying your location to third parties. Do not attempt to enter or change information while driving. Traffic features are limited to major roadways in certain areas only. Accuracy and completeness of information is not guaranteed. The daily pricing option available on select models. Downloading the VZ Navigator application will require approximately 2 MB of data. Megabyte charges will not be incurred for using the application after download to the device. Application not available on all devices. Unlimited data allowance BlackBerry and smartphone subscribers will not incur download charges. Network details, coverage limitations and maps are available at [verizonwireless.com](http://verizonwireless.com)



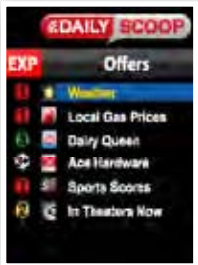
**Bones in Motion**

Whether you're running, cycling or walking, you can keep track of your speed, distance, calories and more with this GPS-based application. You can get audible distance alerts and save activities to your personal web journal to view and share with friends.



**Dashboard\***

See the world from within your phone. Dashboard lets you get customizable information and access to your favorite services through your mobile device. For more information, visit [verizonwireless.com/dashboard](http://verizonwireless.com/dashboard)



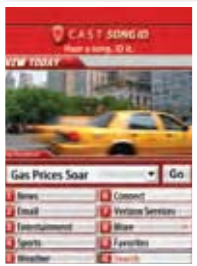
**Daily Scoop**

Stay in the know, wherever you go. With this free application, you can have weather, trivia, sports scores and more – including coupons for big savings from national and local retailers – delivered straight to your phone. To learn more, visit [vzdailyscoop.com](http://vzdailyscoop.com)



**GPSGolfShot**

You don't need to spend a fortune on an expensive range finder. With GPSGolfShot, you can let your phone do the work. Find out the exact yardage to the next green, and pick the right club for the shot. It's the easiest way to stay on par.



**Mobile Web**

Carry the Internet in your pocket. You can check your email, read the latest news, check the weather, interact with friends on Facebook and way more – all from your phone. To learn more, visit [verizonwireless.com/mobileweb](http://verizonwireless.com/mobileweb)



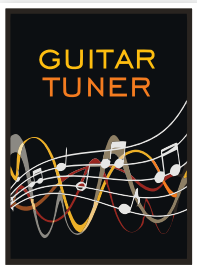
**Match.com**

Match Mobile is a fully integrated version of the leading online dating service. Log in and access more than 15 million registered profiles right on your phone. Send and receive winks and emails with online or mobile Match users. Finding love has never been easier.



**SmarterShopper**

Take the stress out of shopping by finding the lowest prices from thousands of trusted stores – right on your cell phone. Compare prices for just about anything you want to buy, including movies, games, electronics and more.



**Guitar Tuner**

Don't be stuck onstage with an out-of-tune guitar. Keep your instrument in tune on the road using your mobile phone. Guitar Tuner provides real-time feedback so you can keep rocking anywhere – because you never know who might be listening.

\* Dashboard-capable device required for Dashboard. Additional subscriptions, fees or charges may be required for certain services and content such as ESPN MVP or Ringback Tones. Updating and downloading content is not available in certain areas and when roaming.

Some applications are not available at this time.

# Visualize your Voice Mail.

Visual Voice Mail gives a whole new meaning to screening your calls. With an on-screen inbox, you can manage messages your way.

### Visual Voice Mail

“You have 10 new messages.” Don’t have time to listen to all of them? With Visual Voice Mail, find out with just one look who left you messages and when. View, listen to or delete them in whatever order you like. You’ll save time by managing your messages on-screen, instantly.

When you need to keep the conversation going, it’s easy to compose, reply or forward a Voice Mail to other Verizon Wireless subscribers.

**You can also:**

- Save messages you want to keep.
- Use one-touch callback.
- Set up different greetings depending on who’s calling.
- Get extra storage.



LG enV® TOUCH  
Screen graphics simulated.

Got Questions?	Basic Voice Mail	Visual Voice Mail
What will I pay?	included in all plans	<b>\$2<sup>99</sup></b>
How many messages can I keep?	20 messages	40 messages
How long can I keep them?	21 days	40 days
Can I reply to a Voice Mail by sending text, a photo or a video?	—	yes
Can I forward a Voice Mail message to someone else?	—	yes, to Verizon Wireless subscribers
How many customized greetings can I have?	—	10*
Can I archive messages or transfer them to My Sounds or a memory card for additional storage?	—	yes
Will I have Call Return?	—	yes

\* Custom Greetings based on Caller ID.

Visual Voice Mail is available only in the National Enhanced Services Coverage Area and only on select devices. Former Alltel customers may not be able to take advantage of Visual Voice Mail. Please search Visual Voice Mail on [verizonwireless.com](http://verizonwireless.com) for more details.

Basic Voice Mail required. Not compatible with Text Messaging Block. Data charges apply during application download and standard messaging rates apply for messages initiated from the application. Accessing Voice Mail, Call Forwarding, Call Return, Personal Operator and other features is subject to airtime, long distance, roaming charges and taxes, and Mobile to Mobile Calling minutes do not apply. **Visual Voice Mail stores the password and Voice Mail messages in electronic format on the device. Anyone in possession of the device can access Visual Voice Mail and Voice Mail messages.**

# Got games?

We’ve got the hottest games to keep you entertained.

### The choice is yours.

From classic board games to the newest video games, Verizon Wireless offers hundreds of gaming applications – and two ways to get them:

- Browse, buy and download games on your device via *Get It Now/Media Center*.
- Or browse and buy games online at the *Get It Now/Media Center* website, [verizonwireless.com/games](http://verizonwireless.com/games)

Want to be the star of the show? Now, you can get your groove on with Rock Band®. Get it exclusively from Verizon Wireless beginning this fall.\*

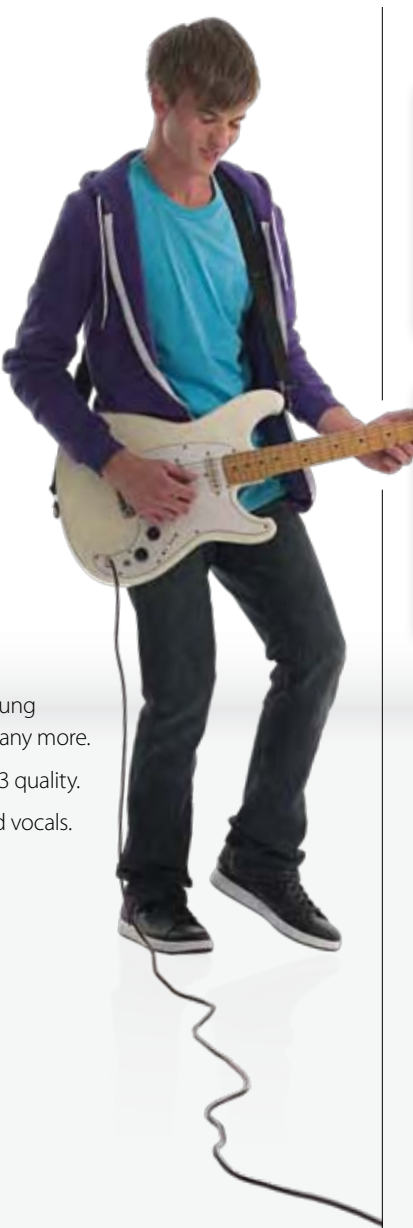
- Works on LG Versa, LG enV TOUCH, Samsung Rogue, Samsung Alias 2, LG enV 3 and many more.
- Legendary, best-selling rock songs in MP3 quality.
- Four ways to play: guitar, drums, bass and vocals.
- Interact with multiple players and view leaderboards online.



\* Coming this fall. Verizon Wireless exclusivity valid for 30 days.

**Data charges apply.** V CAST Games are subject to the *Get It Now/Media Center* License Agreement. *Get It Now/Media Center*—capable device required. V CAST Game charges may vary.

©2009 Gameloft. All rights reserved. Gameloft and the Gameloft logo are trademarks of Gameloft in the U.S. and/or other countries. The Oregon Trail® and The Learning Company® are registered trademarks of HMH Consumer Company Limited. All rights reserved. Tetris® ©1985–2009 Tetris Holding, LLC. Game Technology ©2009 Electronic Arts Inc. EA and the EA logo are trademarks or registered trademarks of Electronic Arts Inc. in the U.S. and/or other countries. All rights reserved.



## Top 5 Games



- 1 / Tetris®**  
An all-time favorite (and highly addictive).
- 2 / Bejeweled®**  
Diamond Mine for your phone.
- 3 / PAC-MAN by Namco**  
An arcade classic.
- 4 / The Oregon Trail**  
The original pioneering adventure.
- 5 / Call of Duty: World at War**  
Join the fight and battle through WWII’s Pacific theater.



# Safe and sound.

Verizon Wireless offers busy parents a helping hand with Verizon Safeguards.

## Keep track of your family with Chaperone.

Life is hectic. But with Chaperone, you'll never lose sight of what's most important to you. Just use your device or the web to view the location of Chaperone-capable devices. If you have VZ Navigator, you can get turn-by-turn directions to the location of your family member's device.\*† And with arrival and departure updates you can set predetermined locations – like school, home and soccer practice – then get an update when your family members enter or leave the location.

Visit [verizonwireless.com/chaperone](http://verizonwireless.com/chaperone)

Service	Monthly Charge
Chaperone	<b>\$9<sup>99</sup></b> per locatable device†

**Additional Information**  
For additional details on Chaperone and Usage Controls, see the Important Information and Additional Coverage Map section in the back of this brochure.



Samsung Trance™

Visit [verizonwireless.com/verizonsafeguards](http://verizonwireless.com/verizonsafeguards)

\* VZ Navigator subscription required.  
† To use Chaperone, you must have a Chaperone-capable device.

**Chaperone:** Subject to specific terms of use. Verizon Wireless does not guarantee the accuracy or completeness of any information, including location information. Only available in the National Enhanced Services Rate and Coverage Area. Chaperone and arrival and departure updates should not be used as child management tools and are not a substitute for adult supervision. **Downloading the Chaperone Member application will require approximately 1 MB of data each. Megabyte charges will not be incurred for using the Chaperone Member application after download to the device. Application not available on all devices.**

## Usage Controls

Protect your pocketbook against overage charges and monitor your family members' usage at any time.

- Use My Verizon to set monthly voice and messaging allowances and receive free text alerts when family members near and reach their allowance.
- When you establish a messaging allowance, billable messages can no longer be sent or received once the allowance is reached.
- Block unwanted calls and text messages from being sent or received.
- Designate specific times of the day or days of the week that are restricted from voice, messaging and data usage.
- Designate trusted numbers that can always communicate with family members.

Visit [verizonwireless.com/usagecontrols](http://verizonwireless.com/usagecontrols)

Service	Monthly Charge
Usage Controls	<b>\$4<sup>99</sup></b> per line

## Content Filters

Make sure family members access only what you want them to. This free service uses a rating system to let you manage access to age-appropriate content in V CAST Video On Demand, Premium Messaging Services, V CAST Music with Rhapsody®, Mobile Web and more. Visit [verizonwireless.com/contentfilters](http://verizonwireless.com/contentfilters)

## Spam Controls

Prevent annoying inbound calls and messages with our free spam control service. Visit [verizonwireless.com/spamcontrols](http://verizonwireless.com/spamcontrols)

**Usage Controls:** Subject to specific terms of use. Usage Controls is not guaranteed to be precise or accurate. Usage Controls requires a supported, capable device on a Nationwide Plan and **does not work with Text Messaging Block, V CAST Mobile TV, or Mobile IM 3.0 or higher.** Not available with prepaid accounts or accounts with more than 10 lines of service and not compatible with BlackBerry devices, Mobile Broadband devices such as PC cards, Push to Talk devices or devices with Static Internet Protocol addresses. Usage Controls may not work outside the National Enhanced Services Rate and Coverage Area.

# We've got your back.

Problems on the road? Worried about losing your contact info? Relax – we're here to help.

## Roadside Assistance

Sometimes things get bumpy. But don't worry – emergency roadside help is only a call away, anywhere in the U.S. and Canada, 24/7.

With Verizon Wireless Roadside Assistance,\* you're covered when you have your wireless phone with you, regardless of the vehicle you're in. Dial #ROAD (#7623) and press **SEND** from your device to get help or answers to service questions.

It's convenient and affordable, **only \$3 per month** for a single line or \$5 per month for all Family SharePlan lines.

To enroll today, call **1.800.2 JOIN IN** or **\*611** and press **SEND**, visit [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon) or go to your nearest Verizon Wireless store.

### Roadside Assistance includes:

- Towing Services
- Lockout Services
- Battery Boost & Tire Changes
- Fuel Delivery

**Additional Information**  
For additional details, see the Important Information section in the back of this brochure.

## Backup Assistant

Automatically back up your address book – wirelessly. **Schedule** a daily automatic backup. **Store and update** numbers online; then easily upload them back to your phone. **Quickly download** stored information to your next Verizon Wireless phone. **Only \$1<sup>99</sup> per month**, per line. Visit [verizonwireless.com/backupassistant](http://verizonwireless.com/backupassistant) Register as the Account Owner on My Verizon and we'll waive the monthly charge for Backup Assistant.† (That's a \$1<sup>99</sup> per month value for each line on your account!)

[verizonwireless.com/myverizon](http://verizonwireless.com/myverizon)



**Only \$5 per month for your Family SharePlan account**

\* Roadside Assistance is provided by Signature Motor Club, Inc., for Verizon Wireless customers. In California, services are provided by Signature Motor Club of California, Inc.  
† Subject to specific terms of use. Results may vary based on backup schedule and other factors. **Downloading the Backup Assistant application will require approximately 1 MB of data.**

# Protect your peace of mind.

If your phone gets lost or damaged, don't sweat it. You've got Total Equipment Coverage.

## Total Equipment Coverage

Sign up for Total Equipment Coverage at \$5<sup>99</sup> per month (phones) or \$7<sup>99</sup> per month (advanced devices) and if your device breaks, gets lost or stolen, or malfunctions, you're covered, and we offer overnight shipping at no extra cost. Usually, you'll get your replacement within 1-2 business days after approval.



Total Equipment Coverage combines Verizon Wireless Extended Warranty and Asurion's Wireless Phone Protection.\*

To enroll, visit a Verizon Wireless store and talk to a Sales Representative or call **1.800.2 JOIN IN**. You must enroll within 30 days of new device activation or upgrade. Also, you may cancel coverage anytime without penalty and receive a prorated refund of your unused premium.

\* Wireless Phone Protection provided by Asurion Insurance Services, Inc. For complete terms and conditions, see Asurion Wireless Phone Protection brochure, call Asurion at 1.888.881.2622 or visit [phonedclaim.com/verizon](http://phonedclaim.com/verizon)  
† If you are not enrolled in the Extended Warranty Program and your phone suffers an electrical or mechanical failure after the manufacturer's warranty period expires, it can be replaced for \$50 per occurrence. Total Equipment Coverage and Extended Warranty are not available in all retail locations and/or states (e.g., state of Florida).  
‡ Verizon Wireless Extended Warranty is \$1<sup>30</sup> (phones) or \$1<sup>99</sup> (advanced devices) when included as part of Total Equipment Coverage. For more program details, please refer to the Welcome Guide for Extended Limited Warranty or Service Contract information.

Defective devices under the manufacturer's warranty will be replaced for free with a certified like-new device. Just contact Verizon Wireless at 1.866.406.5154.



Total Equipment Coverage		
		
<ul style="list-style-type: none"><li>• Lost Devices</li><li>• Theft</li><li>• Accidental Damage (e.g., liquid damage)</li><li>• Manufacturer Defects (after the manufacturer's warranty expires)</li><li>• Overnight Shipping</li></ul>	<b>Phones</b>	<b>Advanced Devices</b>
	<b>\$5<sup>99</sup></b> Monthly Charge	<b>\$7<sup>99</sup></b> Monthly Charge

The Verizon Wireless Extended Warranty program provides a free replacement device for mechanical or electrical defects after the manufacturer's warranty expires.<sup>†</sup> Available separately for \$1<sup>99</sup> per month.<sup>‡</sup>

Asurion Wireless Phone Protection includes a \$39 (phones) or \$89 (advanced devices) nonrefundable deductible per approved claim, a \$250 (phones) or \$1500 (advanced devices) per-claim limit and a two-claim limit per 12-month period. In addition, Asurion may fulfill claims with new, reconditioned or different equipment. Available separately for \$4<sup>99</sup> (phones) or \$6 (advanced devices) per month.

# Do some fast talking.

Get unlimited nationwide walkie-talkie service.

## Push to Talk

Switch to Verizon Wireless, owner of the nation's largest Push to Talk Network coverage area, plus get America's Most Reliable Voice Network.\*

- Push one button to contact friends, family or other Verizon Wireless Push to Talk customers.
- Make or join a group call with as many as 50 participants.
- See who's available for a Push to Talk call with Presence.
- Store up to 500 individual and up to 100 group Push to Talk contacts on your phone and online at [pushtotalk.vzw.com](http://pushtotalk.vzw.com)
- Use one number, one device.
- Coast-to-coast coverage.

**Push to Talk**

- Unlimited One-to-One Calling
- Unlimited Group Calling
- Manage Contacts Online at [pushtotalk.vzw.com](http://pushtotalk.vzw.com)

**\$5**  
Monthly Charge

Push to Talk-capable phone is required. Push to Talk may not be available with all plans. Additional charges may apply when using certain capabilities. Phones subject to availability. Selection may vary. Not available on Nationwide Plus Canada and Nationwide Plus Mexico Plans.



\* Largest claim based on comparison of carriers' owned/operated coverage areas. Coverage varies by service and is not available everywhere.  
See the Business brochure for the Push to Talk coverage map.



**Additional Information**  
For additional details, see the Important Information and Additional Coverage Map section in the back of this brochure.



# Important Information & Additional Coverage Map

## Additional Plan Information for Nationwide Plans and Mobile Broadband

### Minimum Term, Activation and Early Termination Fees:

Month-to-month, one- or two-year minimum term required per line. Activation Fee: \$35 per line, except \$25 for secondary Family SharePlan or secondary Nationwide 65 Plus lines with two-year minimum terms. Early Termination Fee: up to \$175 per line for one- or two-year minimum terms. Customers activating Mobile Broadband Plans or on month-to-month terms are not eligible for monthly access fee discounts.

### Taxes, Surcharges and Fees:

Taxes, surcharges and fees, such as E911 and gross receipt charges, vary by market, and as of July 1, 2009, add between 5% and 37% to your standard monthly access and other charges.

Monthly Federal Universal Service (12.9% of interstate and international telecom charges, as of July 1, 2009; varies quarterly based on FCC rate), Regulatory (7¢ per line for Nationwide Plans; 2¢ per line for Mobile Broadband Plans) and Administrative (92¢ per line for Nationwide Plans; 6¢ per line for Mobile Broadband Plans) charges are Verizon Wireless charges, not taxes, and are subject to change. For more details on these Verizon Wireless charges, call 1.888.684.1888.

## Worry Free Guarantee Additional Information

### New Every Two

If you maintain service on a plan of \$34<sup>99</sup> or higher and fulfill twenty (20) months of your two-year term, you will be eligible to apply your *New Every Two* discount toward the two-year discounted retail price of a new device, up to the price of the device after any available rebates. If your Plan monthly access is \$79<sup>99</sup> or higher for the entire three months prior to completing your *New Every Two* device upgrade, you will get up to \$50 toward the purchase of that device. If your Plan monthly access is between \$34<sup>99</sup> and \$79<sup>98</sup> at any time during the three months prior to completing your *New Every Two* device upgrade, you will get up to \$30 toward the purchase of that device. If you enrolled in the program prior to February 15, 2009, and continued to meet the requirements of the program, you will qualify for a *New Every Two* discount of up to \$50 or \$100 in value, depending on the monthly access of your Plan. You can also transfer your *New Every Two* credit to another line on your account. When completing your *New Every Two* upgrade, you will need to renew your agreement on the line that earned the *New Every Two* discount for another two years on a plan with a monthly access of \$34<sup>99</sup> or higher. Upgrading your device at a discounted price, including exercising your Annual Upgrade option, will restart your eligibility for *New Every Two*. Secondary Family SharePlan lines are not eligible to participate in the program, except secondary Family SharePlan lines on an Unlimited Anytime Minute Plan. *New Every Two* discount amounts and plan tiers subject to change at the sole discretion of Verizon Wireless. You may have only six months to take advantage of the *New Every Two* benefits once you become eligible.

## Important Information

The services described in this brochure are only for your personal use. They are subject to the Customer Agreement or Prepay Customer Agreement, as applicable, your Plan, the Verizon Wireless Privacy Principles and Internet Privacy Policy (all of which can be viewed at [verizonwireless.com](http://verizonwireless.com)), and the following terms and conditions as applicable. Plans are not available in all areas. Credit approval required. Billing, shipping and end-user address must be within an area where Verizon Wireless is licensed and provides service. GPS-capable CDMA phone with Verizon Wireless software required for voice service. Certain Included Features or Optional Services require compatible equipment. Verizon Wireless is not responsible for third-party content you encounter using these services, including any possible defamation, obscenity or profanity. If you would like to block access to certain content, set up Content Filters at [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon). Unless otherwise indicated, data sessions will terminate after 30 seconds of inactivity. You may block any lines on your account from using Mobile Web, *Get It Now/Media Center*, Messaging, V CAST and I-Dial services by calling Customer Service.

### Nationwide Plans, Nationwide 65 Plus Plans, Nationwide Plus Canada Plans and Nationwide Plus Mexico Plans

To make sure your handset banner and roaming indicator display accurately, simply press \*228 **SEND** (toll- and airtime-free) and press "2" while in the National Enhanced Services Rate and Coverage Area every three months. In some rare instances, dialing \*228 may alter your Plan's Rate and Coverage Area. The accuracy of the roaming indicator on your phone cannot be guaranteed. Charges start when you first press **SEND** or the call connects to a network on outgoing calls and when the call connects to a network (which may be before it rings) on incoming calls. If your Plan includes limited Mobile to Mobile Calling and limited Night & Weekend options, allowance minutes will deplete in the following order for a Mobile to Mobile Calling call during Night & Weekend hours: 1) Mobile to Mobile Calling; 2) Night & Weekend; and 3) Anytime Allowance. A Family SharePlan must include a minimum of two lines at all times (one line must be the primary line, while the other lines are secondary lines), and all lines must be activated on the same account. All lines on a Family SharePlan account share the allowance minutes of the primary line.

### Verizon Wireless Prepaid Plans

Daily Access, calls rated at an Each Additional Minute rate and other charges for available services on your Verizon Wireless Prepaid Plan may deplete balance prior to its expiration. Your account balance will expire at 12:01 a.m. on the day stated at the time of replenishment. To carry your balance forward, simply refill your account before your expiration date. If balance expires, unused portion will be forfeited. Daily Access fee will be billed and deducted from your account only on days you make or receive calls and is valid until 11:59 p.m. Charges for calls will be based on the cell sites used and time of day at the telephone switching office that carries your call, which may be different from the time of day shown on your phone. Limit of four plan changes in a 30-day period. Mobile Web is billed at 99¢ per day only on the days you use it and provides unlimited Mobile Web use for a 24-hour period. You will not be able to make or receive voice calls if you do not have the amount required for your Daily Access. Verizon Wireless will suspend service when your account reaches \$0 or your account reaches the expiration date. Unlimited Calling, Mobile to Mobile Calling/Messaging with Verizon Wireless customers, Night Minutes and Weekend Minutes are not available when your account has been suspended. You will forfeit the money in your account if you activated service without a Refill Card and did not make a call within 60 days. Your wireless number is subject to termination after the expiration period, at which time Verizon Wireless may charge up to a \$25 account setup fee to re-establish service. Service availability dependent on phone model.

If activating the account with a Refill Card, the card is not valid unless initialized (using the PIN) by the date marked on the back of the card. Daily Access, calls rated at an Each Additional Minute rate and other charges for available services on your Verizon Wireless Prepaid Plan may deplete balance prior to its expiration. Your balance will expire at 12:01 a.m. on the day stated at the time

of replenishment. To carry your balance forward, refill your account before your expiration date. If balance expires, unused portion will be forfeited. Other V CAST services (Videos and Mobile TV), *New Every Two*, Extended Warranty, Wireless Phone Protection, Total Equipment Coverage, Roadside Assistance, Detailed Billing and Visual Voice Mail are not available on Verizon Wireless Prepaid Plans. In some instances these features or services may work and charges will deplete account balance.

Voice Mail setup and retrievals are charged at regular plan rates and will deplete account balance when calling from your wireless phone. Your balance may not exceed \$1,000 and you may be prevented from making payments to your account if it reaches \$1,000. Funds deposited to your account through Verizon Wireless' Bill Payment Kiosks will have taxes deducted from the total amount deposited at the applicable rate. If you transfer your prepaid service to postpay service, we will transfer your remaining balance as a credit on your postpay account. We cannot give you any credit for transaction taxes you may have paid when depositing funds into your account. This could result in your paying transaction taxes twice for the service transfer.

Once Messaging Bundle subscription is added to account, subscription and charges will renew automatically every 30 days. If you do not have sufficient funds in your account at the time of renewal, messages will be billed at the rates in your Plan. Once sufficient funds are added, your subscription and charges will be renewed, and you will be assigned a new renewal date that is 30 days later.

Upon unsubscribing from a Messaging Bundle, you will still have use of that bundle until its expiration date. If you re-subscribe before the expiration date, the original bundle will resume and you will not be billed until the expiration date. If you re-subscribe after the original bundle's expiration date, a new bundle will be provisioned and you will be billed at that time. You can subscribe to only one Messaging Bundle at a time. If you have a Messaging Bundle and try to change to or add another one, the original bundle will drop off your account at its expiration date, and the subscription and charges for the new bundle will begin on the date the bundle is added.

### Data Plans and Features:

#### Content and Internet Access

Data services such as Mobile Web, Optimized View for Mobile Web and Dashboard permit access to the Internet and third-party information, content and services through your wireless device. You may incur usage charges when using these services, unless you subscribe to a plan or feature that includes unlimited sending and receiving of data. Verizon Wireless is not responsible for any information, content or services you access, download or use. You are responsible for all use and misuse associated with your account and all charges associated with third-party subscriptions and purchases made

through your account. When you visit a site or use a service, you do so at your own risk and any information you involuntarily or voluntarily provide to third parties may be subject to their intellectual property, privacy, use and other policies. Not all sites and services are accessible through wireless devices. Use of security software, blocking processes or filtering mechanisms are recommended to protect you, your information, your assets and others using wireless devices on your account. For additional information, visit the Verizon Content Policy at <http://responsibility.verizon.com/contentpolicy>

### Data Plans and Features: Permitted Uses

You can use our Data Plans and Features for accessing the Internet and for such uses as: (i) Internet browsing; (ii) email; (iii) intranet access (including accessing corporate intranets, email and individual productivity applications made available by your company); (iv) uploading, downloading and streaming of audio, video and games; and (v) Voice over Internet Protocol (VoIP).

### Data Plans and Features: Prohibited Uses

You may not use our Data Plans and Features for illegal purposes or purposes that infringe upon others' intellectual property rights, or in a manner that interferes with other users' service, that interferes with the network's ability to fairly allocate capacity among users or that otherwise degrades service quality for other users. Examples of prohibited usage include: (i) server devices or host computer applications, including continuous web camera posts or broadcasts, automatic data feeds, automated machine-to-machine connections or peer-to-peer (P2P) file-sharing applications that are broadcast to multiple servers or recipients such that they could enable "bots" or similar routines (as set forth in more detail in (iii) below) or otherwise denigrate network capacity or functionality; (ii) as a substitute or backup for private lines or dedicated data connections; (iii) "auto-responders," "cancel-bots," or similar automated or manual routines that generate amounts of net traffic that could disrupt net user groups or email use by others; (iv) generating "spam" or unsolicited commercial or bulk email (or activities that facilitate the dissemination of such email); (v) any activity that adversely affects the ability of other users or systems to use either Verizon Wireless' services or the Internet-based resources of others, including the generation or dissemination of viruses, malware or "denial of service" attacks; (vi) accessing, or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate, Verizon Wireless' or another entity's network or systems; or (vii) running software or other devices that maintain continuous active Internet connections when a computer's connection would otherwise be idle, or "keep alive" functions, unless they adhere to Verizon Wireless' requirements for such usage, which may be changed from



time to time. By way of example only, you may not use a Data Plan or Feature for web broadcasting, or for the operation of servers, telemetry devices and/or Supervisory Control and Data Acquisition devices. You may access and monitor your own data usage during a particular billing period, including during the Return Period under your Worry Free Guarantee, by accessing My Verizon online or by contacting Customer Service.

We further reserve the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and we reserve the right to deny, modify or terminate service, with or without notice, to anyone we believe is using Data Plans or Features in a manner that adversely impacts our network.

We may monitor your compliance, or other subscribers’ compliance, with these terms and conditions, but we will not monitor the content of your communications except as otherwise expressly permitted or required by law. [See [verizonwireless.com/privacy](#)]

**■ NationalAccess, Mobile Broadband and GlobalAccess**

Subject to VZAccess Acceptable Use Policy, available at [verizonwireless.com/datausage](#). To make sure you have coverage in newly expanding markets, from the VZAccess Manager, go into “Options” and click “Activation,” while in the National Enhanced Services Rate and Coverage Area every three months. This may alter your Rate and Coverage Area. You are responsible for maintaining virus protection when accessing service. NationalAccess/Mobile Broadband/GlobalAccess are for individual use only and are not for resale.

**■ Email and Web for BlackBerry and Email and Web for Smartphone Features** Calendar and contact information, as well as Microsoft Outlook®, IBM® Lotus® Notes® and other compatible email protocol syncing, require cable connection. BlackBerry users: viewing of attachments for many file types and sizes is available, and attachments may be forwarded via email; however, editing of attachments is not supported. A Data Plan or Data Feature is always required to use a BlackBerry or smartphone device. Smartphone users: requires Windows Mobile 5.0 or higher with Direct Push Technology.

The Email and Web for BlackBerry and Email and Web for Smartphone Features are designed for personal, consumer use and are not compatible with some Internet email service offerings or with email applications utilizing BlackBerry Enterprise Server, BlackBerry Desktop Software, Wireless Sync or Wireless Sync Enterprise Server, or Good™ Mobile Messaging. These features cannot be used to tether your device to laptops, personal computers or other devices for any purpose other than syncing of data; any other use is not permitted using these features. Service is only available in the National Enhanced Services and Extended National Enhanced Services Rate and Coverage Areas.

**■ National Mobile to Mobile Calling** Mobile to Mobile Calling allows you to talk

**Approximate Data Usage Examples:**

Basic information and examples showing the approximate data usage for several common Internet activities appear below.

The speed of the Verizon Wireless data network is measured in kilobits (kb) per second. However, the amount of data transmitted over the Verizon Wireless data network is measured in kilobytes (KB), megabytes (MB) or gigabytes (GB).	
Bit	A unit of information that represents a single character.
Byte	A unit of information composed of 8 bits.
Kilobyte	1024 bytes (measuring the number of kilobytes tells you the size of a file and/or the amount of data you have used).
Megabyte	1024 kilobytes (measuring the number of megabytes tells you the size of a file and/or the amount of data you have used).
Gigabyte	1024 megabytes (measuring the number of gigabytes tells you the amount of data you have used).
Examples	
Application	Approximate Size
Email (1 text page without attachments)	3 KB
Word Document (5 text pages)	70 KB
Typical Web Page Lookup	300 KB
Low Resolution Digital Photo	500 KB
Microsoft PowerPoint® Presentation (20 pages text and light graphics)	3 MB
V CAST Music with Rhapsody® PC Download (3-minute song)	4 MB
The above examples are just estimates, based on approximate size assumptions. Actual file sizes and user experiences will vary.	

with any of our customers anytime from within the Nationwide Rate and Coverage Area or Verizon Wireless Prepaid Plans Rate and Coverage Area, as applicable. National Mobile to Mobile Calling is not available: (i) to customers whose wireless exchange restricts the delivery of Caller ID; (ii) with fixed wireless devices with usage substantially from a single cell site; (iii) if Call Forwarding or No Answer/Busy Transfer features are activated; (iv) for data usage, including Push to Talk calls, Picture Messaging or Video Messaging; (v) for calls to check your Voice Mail; (vi) for calls to Verizon Wireless customers using any of the Global services; (vii) in those areas of Louisiana and Mississippi where your phone’s roaming indicator flashes; and (viii) for incoming calls if Caller ID is not present or Caller ID Block is initiated.

**■ Text, Picture and Video Messaging** Instant messages are billed as text messages. If you have a smartphone, you will not be charged for sending and receiving picture and video messages unless you are in the Extended National Enhanced Services Rate and Coverage Area, in which case sending and receiving picture and video messages will be billed as data usage per your data plan or feature, or billed at 1.5¢/KB (¢15<sup>36</sup>/MB), as applicable. Messages sent are billed per address. Messaging Bundle benefits do not apply to international messages. **When roaming internationally, different charges may apply and Messaging Bundle allowances may not apply; see [vzw.com/goglobal](#) for more information.** See [verizonwireless.com/text](#) for information about Text Alerts. We reserve the right to block unsolicited messages, but you may receive them. Messages not delivered within five days from receipt on our network will be deleted. We do not guarantee that messages will be received and are not responsible for lost or misdirected messages. Text messages cannot exceed 160

characters, including the sender’s callback number and the destination number/email address. Some phone models support a higher character limit and enhanced messaging features, which the message recipient may not be able to view if their service provider or phone does not support them. **Picture and Video Messaging is subject to Use Agreement posted at [verizonwireless.com/picture](#).** Canceling a picture or video message after pressing **SEND** may result in messages sent with only partial content. You can control receipt of picture and video messages using your phone’s “prompt mode” feature. Verizon Wireless does not monitor messaging content; use of filters, controls and blocking features should be implemented where appropriate.

**OPTIONAL SERVICES TERMS AND CONDITIONS**

**■ V CAST Video On Demand** Compatible phone and V CAST Coverage Area required (not all V CAST phones support all functions/services). V CAST or *Get It Now/Media Center* Coverage Areas required to download 3-D games. Not all video clips are available for download. No other data services included. Mobile alerts are billed per your Plan or Messaging Bundle.

**■ V CAST Music with Rhapsody® License Agreement**

We grant you a limited, non-exclusive, non-transferable license to use the content solely for your personal, noncommercial, entertainment use. You understand and acknowledge that your rights with respect to content are limited by copyright law. All rights regarding use of content not expressly granted in this Agreement are reserved by us and/or Licensors.

You represent, warrant and agree that: (i) you are the account owner for the wireless telephone number used to access the service; (ii) you are using the service for your own personal,

noncommercial entertainment use; (iii) you will not redistribute, rebroadcast, publicly perform, or publicly display any content or otherwise transfer any copies of content obtained through the service, or otherwise make use of the content in any way that would infringe the copyright therein.

Certain content offered through the service is protected by Windows Media® or other digital rights management technology (“DRM Content”), so that the intellectual property rights, including copyright, of the Licensors are not misappropriated. Your rights regarding such DRM Content are limited by copyright law and the Usage Rules, which may be changed at any time without prior notice. The following Usage Rules (assigned by us and/or Licensors) limit your use of DRM Content, even if unauthorized rules have been associated with the DRM Content by someone else. These rules are general guidelines, subject to change without notice, and may vary by Licensor. Subject to all other service terms and conditions, you may play DRM Content an unlimited number of times on an authorized PC or device; burn purchased DRM Content to compact disc (“CD”) five times per song; and use a compatible USB cable to sync DRM Content stored on your PC to up to three compatible authorized portable devices, including your phone (“Authorized Device”). DRM Content that is synced to an Authorized Device cannot be further transferred to other portable devices for playback. **See [verizonwireless.com/rhapsody](#) for additional terms and conditions.**

**■ V CAST Mobile TV**

V CAST Mobile TV coverage required. You must be within the National Enhanced Services Rate and Coverage Area to perform certain V CAST Mobile TV functions from your phone, such as initial activation of service, deactivation, service changes and ordering premium content; charges for sending and receiving data may apply. Service may be interrupted or restricted without notice. Service is for personal, noncommercial use only and may not be resold or redistributed. Content providers, program schedules, menu order, program and channel availability and service functionality may change without notice. Content may not be recorded, stored or redirected to any device other than your phone. Content may include advertisements.

**PLEASE NOTE:**

**BY USING THIS SERVICE, YOU AGREE THAT WE MAY COLLECT AND TRANSMIT INFORMATION ABOUT YOUR USE OF THE SERVICE. This information will include, without limitation, the following: (i) activation, deactivation and subscription changes; (ii) date, time, duration and content viewed; (iii) viewing presentation events, such as changes to screen modes and interruption due to calls; and (iv) other service-impacting events like time zone changes, delivery failures and system-initiated transactions. The information will be used for billing, maintenance, troubleshooting and similar service-related purposes. The information will also be used to report viewing habits, in an aggregated, non-personally identifiable manner, to content providers and advertisers.**

**The information may be shared with Verizon Wireless vendors, including, but not limited to, MediaFLO USA and is subject to Verizon Wireless’ privacy principles (available for viewing at [verizonwireless.com](#)).**

**■ Get It Now/Media Center**

*Get It Now/Media Center* allows you to download, install and use applications and content, including ringtones, wallpaper, games, productivity tools or other information (collectively, “Applications”), directly to a compatible phone. **Browsing, downloading and using Applications will be billed on a per-megabyte basis unless you subscribe to a plan or feature that includes unlimited sending and receiving of data.** You will be notified of applicable recurring or nonrecurring subscription charges when purchasing Applications; taxes and surcharges may also apply. You will be responsible for all charges incurred until the Application is deleted from your account, even if you lose or replace your phone, block *Get It Now/Media Center* on your phone or your account is suspended. You agree: (1) to use Applications only on the phone to which they are downloaded, even if downloaded pursuant to an unlimited or other long-term agreement and no transfers, credits or refunds are permitted; (2) not to (i) harass, offend, threaten, embarrass, distress or invade the privacy of any individual or entity; (ii) provide false information or impersonate another person; and/or (iii) take any action that infringes upon any third party’s copyright, trademark, patent or other intellectual property right(s); and (3) to *Get It Now/Media Center* License Agreement between you and each application developer; see [vzwshop.com/popup/licenseagreement\\_popup.aspx](#)

**■ Premium Text Messaging Programs Parents and Account Holders: Note that users on an account may directly access text and premium text message programs and incur charges. If you do not want a user on your account to access such content, or feel that certain material is inappropriate, you may block text messaging. You may block all Premium Text Messaging by going to [verizonwireless.com/myverizon](#) and selecting *Plans>Change Features>Premium Message Blocking*.** After implementing this blocking, all attempts to purchase Premium Messaging will be rejected and Premium Messaging will be deleted before it reaches your handset. No Premium Messaging fee will be applied to your account thereafter. These programs are sponsored by third parties and identified by unique five- or six-digit numbers (“short codes”). Programs and opt-in requirements vary. Standard messaging charges apply to all messages sent and received via short codes. Some programs also charge additional premium fees (“Premium Programs”), the amount and billing frequency of which will be disclosed at time of opt-in and billed on your Verizon Wireless bill. To opt in, send a text message to the applicable short code and follow any instructions. To opt out at any time, send the words CANCEL, END, QUIT, STOP or UNSUBSCRIBE to the applicable short code. To get more information, including contact

details for the third-party sponsor, send the word HELP to the applicable short code. Some campaigns may be subject to additional terms and conditions. To block Premium Programs, you can request a premium SMS block.

**■ Usage Controls with Content Filters**

Usage Controls with Content Filters provides the ability to block, filter and control use of certain services and access to certain content; go to [verizonwireless.com/myverizon](#) to enroll. Usage Controls requires a supported device on a Nationwide Plan with up to 10 lines of service and does not work with text message blocking. Content Filters filters content accessible through the Internet, V CAST Music with Rhapsody®, V CAST Video On Demand and messaging short codes. Content from other sources, including *Get It Now/Media Center*, is not filtered by the service at this time. The services are not guaranteed to be 100% effective, precise or accurate. The services may not block access to all unwanted or undesirable content or prevent unanticipated fees charged to your account. The services are not a substitute for adult supervision. The services may not work outside the National Enhanced Services Rate and Coverage Area. The services do not work on BlackBerry or Push to Talk devices, any device with a Static Internet Protocol address, devices that are not V CAST–capable or on search results provided through the *Get It Now/Media Center*. The Internet filtering capabilities of Content Filters do not work on phones using Mobile Web 1.0, or on devices that use the Venturi compression software, including phones tethered to PCs or PC cards, unless the compression software is turned off. The music filtering capabilities of Content Filters do not work on phones with V CAST Music v 01.0 or v 01.01 software. Call **1.800.922.0204** or \*611 from your Verizon Wireless device if you are on a corporate plan to determine whether you may use the service or if you’re unsure if the services will work on your device. Usage Controls requires a supported device on a Nationwide Plan and does not work with text messaging block, BlackBerry devices, Mobile Broadband devices such as PC cards, Push to Talk devices or devices with Static Internet Protocol Addresses. Not available with prepaid or business accounts, or accounts with more than 10 lines of service. Usage Controls may not work outside the National Enhanced Services Rate and Coverage Area and when roaming.

You are responsible for implementing and maintaining Usage Controls settings for devices on your account and explaining the limitations you impose on a user’s ability to access and use Verizon Wireless services. Upon activation of Usage Controls you will be charged the monthly subscription fee until you cancel the service, regardless of whether or not you have established any limits or restrictions through My Verizon. Usage Controls settings cannot be established or changed directly through the handset. If you unsubscribe or are canceled for non-payment, or are otherwise suspended from service, your settings will be lost.

Usage Controls is not guaranteed to be precise or accurate. Due to roaming, promotions, billing cycles, time zone settings and other implications/limitations that affect Usage Controls, you may



incur overage charges based on actual usage in accordance with your Plan or you may unexpectedly be prevented from using or being allowed to use certain services. Spending limits and allowances for premium SMS and content products and services are not supported and all fees and charges incurred will be billed in accordance with your Plan. Please note: Mobile IM version 3.0 and higher is not compatible with Usage Controls. If you have Mobile IM 3.0 or higher, you will not be able to access or use instant messaging. If you wish to access and use Mobile IM 3.0 or higher, you must unsubscribe the affected phone number from Usage Controls.

When you establish Time Restrictions, all data services will be unavailable during the restricted period. This means that Chaperone, Backup Assistant, all multimedia messaging capabilities and all data usage will be unavailable. Time Restrictions cannot block the Mobile TV feature and will not prevent use during any established time frame.

Only 10-digit numeric phone numbers (i.e., 111-555-1234) can be used with Blocked Numbers. You cannot block non-10-digit codes such as international numbers, 911, 411, 611, "unavailable" or "restricted." When you use Blocked Numbers, you will not receive notification of attempted delivery of a call to your device from the blocked number. Blocked Numbers list will place restrictions on a user's ability to place or receive voice calls to those 10-digit numeric phone numbers that are blocked. No other restrictions are placed on a user's ability to place and receive voice calls and users can reach 911 in case of emergency. Voice calls and text messages between Trusted Numbers will always be available. Trusted Numbers are strictly limited to phone numbers on your account.

**VZ Navigator Global**  
VZ Navigator Global is subject to other terms of use (including the Global Phone terms of use at [b2b.vzw.com/international/Global\\_Phone/index.html](http://b2b.vzw.com/international/Global_Phone/index.html)), is only available in select countries (in English or Spanish) and does not support all functionality currently available through VZ Navigator. When messaging, placing calls through the application and using VZ Navigator Global, you will be charged standard international rates per your Plan, feature and/or bundle, which could result in excess charges on your bill. In order to use VZ Navigator Global, you will need to follow these steps (and it is recommended that you do so prior to leaving the United States): 1) Sync your data with the VZ Navigator website to avoid loss of stored data, 2) download the VZ Navigator Global application and 3) add the VZ Navigator Global feature code and remove the VZ Navigator feature code. When you add the VZ Navigator Global feature code, you will begin to be billed \$19<sup>99</sup> per month, per line. If you no longer wish to use VZ Navigator Global when you return to the United States, you must remove the VZ Navigator Global feature code, download the domestic VZ Navigator application and re-add the VZ Navigator feature code in order for the domestic pricing to apply.

**Push to Talk**  
Push to Talk calls may be made only with other Verizon Wireless Push to Talk subscribers and only from the National Enhanced Services Rate and

Coverage Area. The Push to Talk feature can be added to plans with a monthly access fee of \$34<sup>99</sup> or higher (or to Family SharePlan secondary lines). For optimal Push to Talk performance, all callers on a Push to Talk session must have an EV-DO Rev. A-capable device and be receiving EV-DO service. A Push to Talk call is terminated by pressing **END** or will automatically time out after 10 seconds of inactivity. While you are on a Push to Talk call, voice calls received will go directly to Voice Mail. When you are on a voice call, you cannot receive a Push to Talk call. You cannot prevent others who have your wireless phone number from entering you into their Push to Talk contact list. Only one person can speak at a time during Push to Talk calls. When using your phone keypad to make a Push to Talk call, you must enter the 10-digit phone number of the called party. Presence information may not be available for all Push to Talk contacts. The timeliness of presence information may be impacted by the network registration status of a Push to Talk contact. Your Push to Talk service cannot be used for any applications that tether your phone to computers or other devices for any purpose. If you add the Push to Talk feature, coverage for your data services will be limited to the National Enhanced Services Rate and Coverage Area.

**Roadside Assistance**  
Service is available for legally registered light passenger vehicles (e.g., sedans, coupes, motorcycles, convertibles, SUVs, light-duty pickups, etc.). Included service is limited to four calls per year for single lines, 10 calls per year on Family SharePlan. Roadside Assistance services are provided by Signature Motor Club, Inc. (in California, Signature Motor Club of California, Inc.), subsidiaries of Allstate Enterprises, LLC, an independent company contracted to provide roadside assistance to Verizon Wireless customers. Service is effective two days after the feature is added.

**International Long Distance**  
Making international calls to most destinations requires international dialing capability (I-Dial) on your account. **You can make calls to and roam in some North American destinations without I-Dial; see [vzw.com/goglobal](http://vzw.com/goglobal) for details.** I-Dial requires a minimum payment history; a contract term and a security deposit may be required. Failure to maintain these requirements may result in I-Dial suspension without notice. You can remove I-Dial at any time by calling Customer Service.

**Cruise Ship Service**  
Cruise Ship roaming rates apply only to calls made and received when traveling in international waters on the cruise lines and ships currently published on [vzw.com/goglobal](http://vzw.com/goglobal). Calls made and received when in port or cruising in an area served by a foreign roaming carrier are billed at the applicable roaming rates for that country. Availability of calling features, including the ability to make and receive international calls, varies and may be restricted without notice.

**International Roaming**  
I-Dial required for outbound calling in many CDMA destinations. I-Dial is not required to receive incoming calls, or for data usage, in available CDMA destinations. Roaming in South Korea requires a manual update to your device's

software. Rates, terms and conditions apply only when roaming on participating networks in published destinations. Service may be available in additional destinations, but rates and service availability (including return calls from emergency services personnel) may be restricted. When roaming near destination borders, calls may be carried by a cell site located in a neighboring destination and billed at that destination's rates. Text messaging not available everywhere. Premium text messaging programs that are accessible domestically are also accessible when roaming internationally and charges will be in addition to text messaging roaming charges. Where available, calls placed to directory assistance, entertainment lines and any third-party services are billed (along with applicable toll charges) in addition to roaming rates. Message waiting indicator service is not available where text messaging is not available. Availability of service and features, including the ability to make and receive international calls, varies by serving carrier and location and may be restricted without notice. **See [vzw.com/goglobal](http://vzw.com/goglobal) for rates and destinations, which are subject to change without notice.**

**International Long Distance Value Plan**  
International Value Plan rates apply only on calls made from your Plan's Home Rate and Coverage Area. If your Plan's Home Rate and Coverage Area includes Canada, calls made from that area to Canadian phone numbers will be billed per your Plan. Additional surcharges may apply when calling certain destinations; see [vzw.com/goglobal](http://vzw.com/goglobal) for details.

**Device Exchange Program**  
If you have any questions about activating or returning your device, just contact Verizon Wireless toll-free at **1.866.406.5154** from another phone. We'll diagnose the issue with you right over the phone. If we cannot resolve the problem while you're on the line and the problem is caused by a manufacturing defect within the first year you own the device, we'll send you a certified like-new replacement (either a like unit or one of comparable quality) right to your door at no cost to you.

If you call us after the return and exchange period, the device you receive may be reconditioned equipment. Certified like-new replacement devices will carry the remaining warranty period from the original device, or 90 days, whichever is greater.

If the original one-year warranty period has expired, Verizon Wireless will assess a fee if you wish to replace a defective device due to electrical malfunction or manufacturer defect. The fee for certified like-new replacement devices after one year from original purchase is \$50. **You have 30 days from the date of activation of a new device to enroll in Extended Warranty, which provides coverage for out-of-warranty device failures due to electrical or mechanical malfunction, or Total Equipment Coverage. There is no fee to replace a defective device if you are enrolled in Total Equipment Coverage.**

Devices subjected to neglect, misuse, liquid damage, unreasonable wear and tear, and the like are not eligible for any return or exchange program. This program does not

cover devices on Prepaid Accounts or lost or stolen devices.

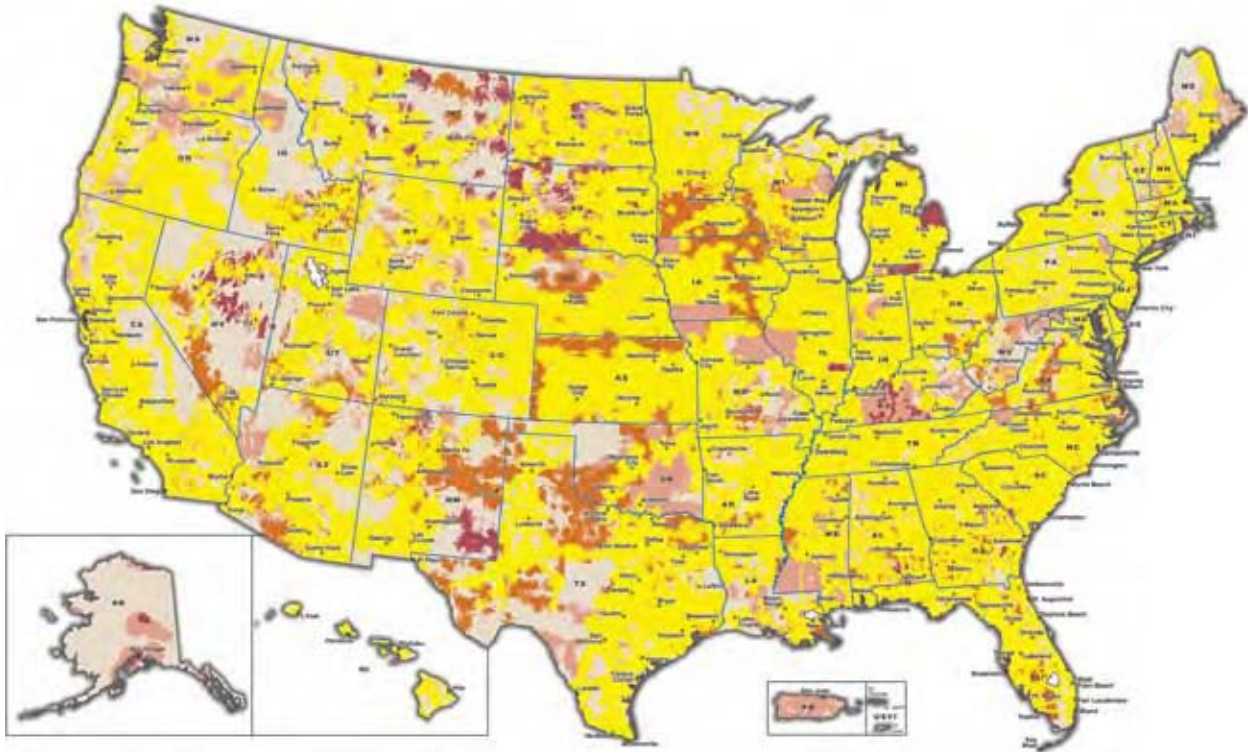
These policies do not limit or supersede any existing manufacturer's warranties. **This program may be considered to be a "warranty" or "service contract" in certain states. In these states, please refer to the Welcome Guide for Extended Limited Warranty or Service Contract information.**

**Business Discounts**  
Verizon Wireless offers monthly access discounts as well as corporate plans to qualifying businesses. For more information, please speak with a Verizon Wireless Sales Representative or call **1.800.VZW.4BIZ**. Discounts are not available on Nationwide Family SharePlan and Nationwide 65 Plus Plan secondary lines. See the Business brochure for more information.

**Verizon Wireless Plans, Rate and Coverage Areas, rates, agreement provisions, business practices, procedures, and policies are subject to change as specified in the Customer Agreement.**

©2009 Verizon Wireless

## Rate & Coverage Area Map V CAST/Mobile Broadband/National Enhanced Services



Map Key	
	Broadband Services Rate and Coverage Area (Mobile Broadband and V CAST)
	National Enhanced Services Rate and Coverage Area (BlackBerry and Smartphone Solutions, Get It Now/Media Center, LBS Solutions [VZ Navigator and Chaperone Services], Mobile Web, NationalAccess, Text/Picture/Video Messaging)
	Extended Broadband Services Rate and Coverage Area (Mobile Broadband and V CAST)
	Extended National Enhanced Services Rate and Coverage Area (BlackBerry and Smartphone Solutions, Get It Now/Media Center, Mobile Web, NationalAccess, Text/Picture/Video Messaging)
	National Enhanced Services Not Available

**Important Map Information:**  
**This map is not a guarantee of coverage and may contain areas with no service.** This map reflects a depiction of predicted and approximate wireless coverage. The coverage areas shown do not guarantee service availability and may include locations with limited or no coverage. Even within a coverage area, there are many factors, including network capacity, your device, terrain, proximity to buildings, foliage and weather, that may impact availability and quality of service. An all-digital device will not operate or be able to make 911 calls when digital service is not available. The Extended Broadband Services and Extended National Enhanced Services Rate and Coverage Areas include networks run by other carriers; some of the coverage depicted is based on their information and public sources and we cannot ensure its accuracy. See [verizonwireless.com/coveragelocator](http://verizonwireless.com/coveragelocator) for additional coverage information.

**Handset Banner Information**  
When your banner displays "Extended Network" or "Roaming," Included Features and Optional Services may not be available; standard Text/Picture/Video Messaging rates apply when available. When your banner displays "Verizon Wireless," Optional Services, including Unlimited Text/Picture/Video Mobile to Mobile Messaging if purchased, are available. V CAST is available if the "EV" indicator is displayed.

## EXHIBIT 15



# Introduce us to your friends.

You'll both get a \$25 Verizon Wireless Referral Rewards Card.

**Get friends plugged in. Get credit.  
Get going! It's easy. Just sign on  
to My Verizon.**

Your friends who switch to Verizon Wireless will enjoy the dependability of America's Largest and Most Reliable Wireless Network. And you'll both receive a \$25 Verizon Wireless Rewards Visa® Debit Card.\*

The Verizon Wireless Rewards Visa Debit Card can be used at millions of locations worldwide, everywhere Visa debit cards are accepted. Use the Verizon Wireless Rewards Visa Debit Card to buy what you want, when you want.

Simply sign on to your My Verizon page and invite your friends to join in! If they keep the account for 31 days, we'll send you both a Verizon Wireless Rewards Visa Debit Card with a \$25 balance. It's all done online on your My Verizon page. Refer another friend and get an additional \$25 added to your card.

Visit [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon) for easy online referrals. \$25 per referral. Limit 5 per year.

\* Cards are issued by Citibank, N.A., pursuant to a license from Visa U.S.A. Inc., and managed by Citi Prepaid Services. Cards will not have cash access and can be used everywhere Visa Debit Cards are accepted.



Receive a \$25 Verizon Wireless Rewards Visa Debit Card just for referring new customers to America's Largest and Most Reliable Wireless Network.

**We're not 100% satisfied unless you are.**  
Please let us know what you think.

At Verizon Wireless, we really value your opinion.  
Visit [verizonwirelessurvey.com](http://verizonwirelessurvey.com) and tell us how we're doing.



CONSWEL0909EN

Fall 2009 | **FREE**

Welcome to

# My Verizon

Manage your account  
on the go – for free!



**Important:**  
Please read carefully  
and file in a safe place.

# You’ve made the right call.

Thank you for choosing Verizon Wireless – we’re confident you’ll enjoy being part of America’s Largest and Most Reliable Wireless Network. Get started with Voice Mail tips.

## Setting up and listening to Voice Mail.

Here’s how to set up and access your Voice Mailbox from your wireless phone on the Verizon Wireless Network:

- 1. Dial **\* 8 6 SEND** (\*VM).
- 2. **Set Up:** Follow the prompts to create a password and greeting.  
**Listen:** Follow the prompts to enter your password, then press **#**.

Here’s how to set up and access your Voice Mailbox outside the Verizon Wireless Network or from any Touch Tone® phone:

- 1. Dial your wireless number.
- 2. If you hear your own greeting or a system greeting, press **#** to interrupt it.
- 3. **Set Up:** Follow the prompts to create a password and greeting.  
**Listen:** Follow the prompts to enter your password, then press **#**.

*Note: You will know a message is waiting for you when you see an envelope or other icon.*

## Cool Voice Mail features.

**Skip greeting.** Press **\*** to skip a greeting and leave messages faster.

**Language option.** Choose between English or Spanish prompts.

**Delayed message deletion.** Re-save an accidentally deleted message before exiting Voice Mail session.

**Callback number.** Callers are prompted to press **5** to leave a callback number in the form of a text message.

National Mobile to Mobile Calling Minutes do not apply to Voice Mail setup or retrievals. You will be charged to maintain your connection to Voice Mail. When you access your Voice Mailbox from your wireless phone in your Home Rate and Coverage Area, the minutes will be deducted from your Monthly Anytime Minutes or your Night & Weekend Minutes, depending on the time that your call is placed. Voice Mail access exceeding your Monthly Anytime Minutes will be billed at the Per-Minute Rate After Allowance specified in your Plan. When you access your Voice Mailbox from your wireless phone and you are not in your Home Rate and Coverage Area, the minutes will be billed at your Plan's roaming rate (if applicable). Toll and/or long-distance charges may be incurred when accessing your Voice Mailbox from your wireless phone. No airtime is incurred when retrieving messages from a Touch Tone phone. Verizon Wireless is not liable for missed messages, or deletions of messages from your Voice Mailbox, even if you've saved them. Voice Mail is not available in some areas.

**Setup:** Your Voice Mailbox is not password protected until you access it and complete the new-user tutorial, which includes selection of a permanent password. Voice Mailboxes not initialized within 60 days of feature activation may be deleted.

## Visualize your Voice Mail.

With Visual Voice Mail, you can see your Voice Mail messages directly on your device’s screen. View, hear, reply to, save or delete your messages instantly and in any order you like. Here’s how:

- 1. If you are a new customer (or have not set up your Voice Mail), you’ll have to activate the service and set up your Voice Mail password, greetings and mailbox.
- 2. Go to Messaging on your handset and select the Visual Voice Mail link. If you have a BlackBerry® or Windows Mobile® smartphone device, locate and click the Visual Voice Mail icon from the Home Screen.
- 3. Launch Visual Voice Mail. At first login, the application will ask for your voice mail password. It will retain this information for future logins.
- 4. Follow the prompts to subscribe to Visual Voice Mail and accept the terms and conditions.
- 5. Close Visual Voice Mail and wait 5 minutes before re-launching.

*Specific terms and conditions apply. See the Visual Voice Mail User Guide at [verizonwireless.com/callingfeatures](http://verizonwireless.com/callingfeatures)*

**Group Lists:** Phone numbers on your distribution list must have Verizon Wireless Voice Mail activated and be in your area to receive the messages you send.

**Call Forwarding:** When Call Forwarding is enabled, you will not be able to access Voice Mail in some local areas or while roaming (if applicable). If you are unable to access Voice Mail, disable Call Forwarding to gain access.

Visual Voice Mail is available only in the National Enhanced Services Coverage Area and only on select devices. Basic Voice Mail required. Not compatible with Text Messaging Block. Data charges apply during application download and standard messaging rates apply for messages initiated from the application. Accessing Voice Mail, Call Forwarding, Call Return, Personal Operator and other features are subject to airtime, long distance, roaming charges and taxes, and Mobile to Mobile Calling minutes do not apply. **Visual Voice Mail stores the password and Voice Mail messages in electronic format on the device. Anyone in possession of the device can access Visual Voice Mail and Voice Mail messages.**



# Get the My Verizon advantage.

Make the most of your account with My Verizon, where you can manage your account online, find money-saving offers and much more.

## Here are just a few of the reasons you’ll want to register for My Verizon:

- **Get to know your phone:** Activate online and learn more about features, messaging and downloading.
- **Set up Friends & Family®** on an eligible account and get unlimited calling to any 5 or 10 numbers. Anywhere in America. Anytime.
- **Get ongoing customer support:** Set up your Voice Mail, upgrade your phone and get help when you need it.
- **Find out how to read your bill:** View charges and usage analysis, set up paperless billing and more.
- **Learn how to set up Verizon Safeguards** and protect yourself and your family with parental controls; call, message and Internet spam blocking; Roadside Assistance; Total Equipment Protection; and more.

Register now at [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon)



Enter your phone number

Set up your profile

Get your password





# My way. My Verizon.

Customize your account, save time and money, and enjoy many other benefits when you register today.



## Explore your new phone.

View an interactive phone manual with fully illustrated step-by-step instructions for using your new phone's features so you can actually see how they work.



## New! Move your media.

When you switch to a new phone, there's no need to spend hours getting back your favorite Ringtones, applications and games. My Media Retrieval helps you do it all online, in minutes. Log on to My Verizon and select *My Services > My Media* to get started.\*



## Pick your Friends & Family.

Now's the perfect time to visit My Verizon. Manage Friends & Family online, set and change your numbers whenever you want, and get unlimited calling to the people you call most. Anywhere in America. Anytime.



## Manage your minutes.

My Verizon makes it easy to avoid overage fees. With **Minute Check**,<sup>†</sup> find out if you're using more minutes than your Plan includes. If you are, save money by changing to another plan, now or later. You can change your Plan without extending your contract, and you can even backdate the change to the beginning of your bill cycle.



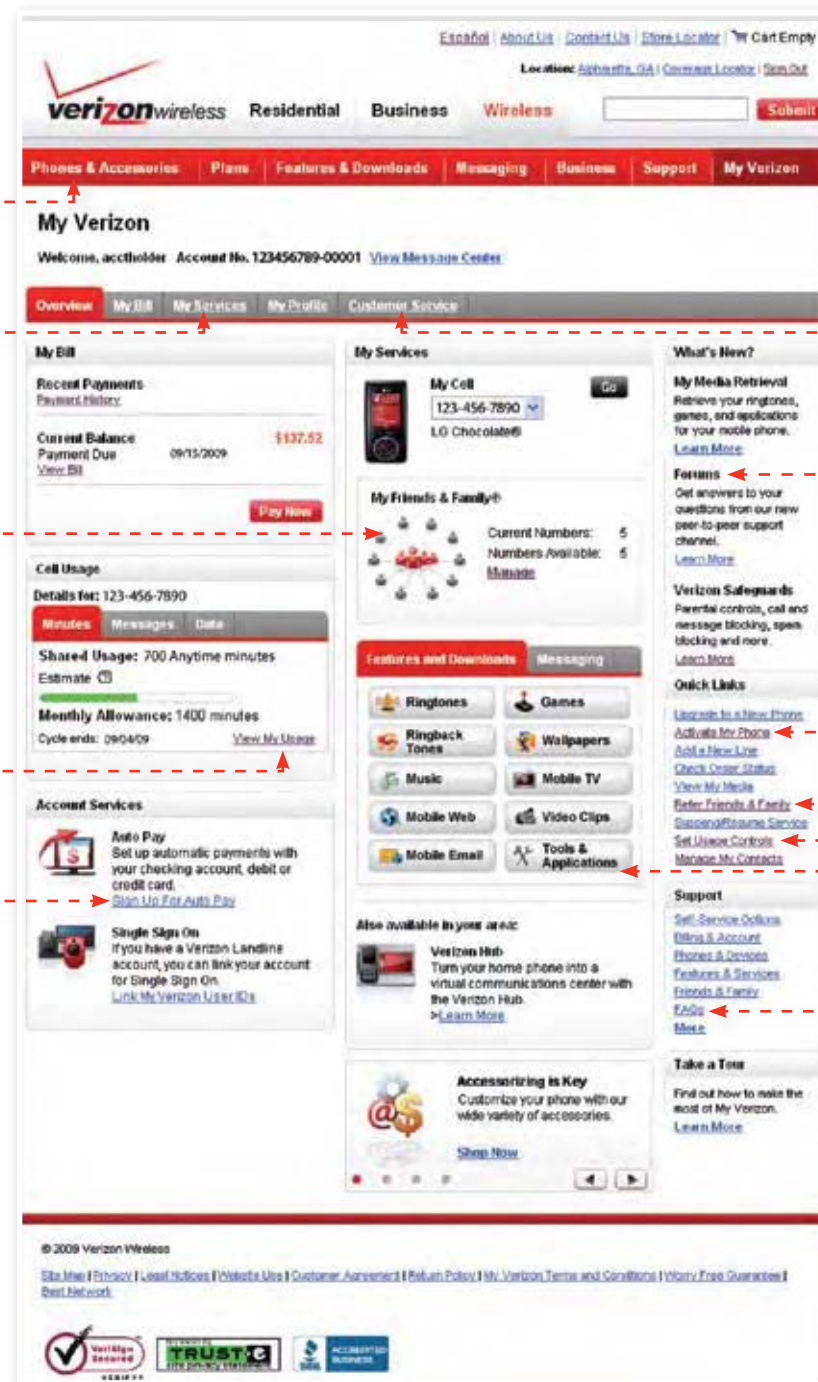
## Pay bills your way.

View or print your bills anytime. Go green and set up Paperless Billing. Make one-time payments, or use Auto Pay and never worry again about missing a payment.

## Manage your account on the go – for free.

Can't get to a computer? Get account info right on your phone with My Verizon Handset. To get My Verizon Handset,<sup>Δ</sup> go to: *Menu > Settings & Tools > My Verizon*. (Some handsets may display *My Account*.) Directions may vary for BlackBerry, smartphones and other devices.

\* Available to consumer customers only with Get It Now/Media Center–capable devices who are enrolled in My Verizon. Standard content charges will apply for all downloads, unless you are retrieving eligible content to a certified like-new replacement device through My Media Retrieval. Airtime or megabyte charges, as applicable, apply for all downloads. Does not apply to business customers, federal/state government customers, national account customers, or PDA and smartphone users.



Register now at  
**verizonwireless.com/myverizon**



## How to set up Voice Mail.

Learn how to use Voice Mail with an online demo, get time-saving Voice Mail tips, learn about cool features and more. Go to *My Services > My Phone* to find out more.



## Join Verizon Community Forums.

It's the place where users help other users. Get answers to your questions, tell your stories, exchange tips and more. Start learning and sharing today.



## Switch phones – instantly.

Lost your phone and can't make it to a Verizon Wireless store right now? Easily activate an old phone and don't miss a call. Lost, stolen or damaged phone? If you have Equipment Protection, place a claim online through *My Services > My Phone* and your device will be shipped via overnight delivery.



## Track referral rewards.

Introduce us to your friends and you'll both get rewarded. See back cover for details.



## Set some boundaries.

Be sure your kids can access only what you want them to. With Verizon Safeguards available at My Verizon, it's a snap to set up content filters and usage controls, and block unwanted calls, messages and Internet spam.



## Transfer your contacts in no time.

Don't lose your contacts. When you register for My Verizon as the Account Owner, we'll waive the monthly charge for **Backup Assistant**<sup>SMV</sup> (a \$1.99 per month value, for each line on your account).



## Got questions? Get answers.

Find answers to Frequently Asked Questions about Verizon Wireless.

<sup>†</sup> See [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon) for details. Minute Check is available for accounts with up to 10 lines that are enrolled in My Verizon.

<sup>Δ</sup> There are no airtime or data charges for using these services when you're within a Verizon Wireless Rate and Coverage Area.

<sup>V</sup> Subject to specific terms of use. Results may vary based on backup schedule and other factors.

# Let your phone do more for you.

## Get Ringtones, Ringback Tones, music, games, TV clips and more.

- **Music**..... verizonwireless.com/music
- **Ringtones/Ringback Tones** .... verizonwireless.com/mediastore
- **Dashboard** ..... verizonwireless.com/dashboard
- **Mobile Web**..... verizonwireless.com/mobileweb
- **V CAST Mobile TV**..... verizonwireless.com/mobiletv
- **V CAST Video On Demand** .... verizonwireless.com/videos
- **V CAST Games** ..... verizonwireless.com/games

## Stay in touch with messaging.

- **Text Messaging** ..... verizonwireless.com/text
- **Picture & Video Messaging** .... verizonwireless.com/picture
- **Animated Messaging**..... verizonwireless.com/animatedmessaging
- **Instant Messaging** ..... verizonwireless.com/im

## Useful tools and applications.

- **Phones & Devices** ..... verizonwireless.com/data
- **Coverage Maps**.....verizonwireless.com/coveragelocator
- **Voice Mail, Caller ID, Call Forwarding, Call Waiting** .. verizonwireless.com/callingfeatures
- **Backup Assistant** .....verizonwireless.com/backupassistant
- **VZ Navigator<sup>SM</sup>** ..... verizonwireless.com/vznavigator
- **Chaperone<sup>®</sup>**..... verizonwireless.com/chaperone
- **Usage Controls**..... verizonwireless.com/usagecontrols
- **Local Number Portability**..... verizonwireless.com/lnp
- **Online Learning Center**..... verizonwireless.com/learning



# Terms & Conditions

## Your Verizon Wireless Customer Agreement

Please carefully read this agreement, including the Plan or Plans you've chosen, before filing it in a safe place.

*(Para una copia de este documento en español, llame al 1.800.922.0204 o visite a nuestro website a [espanol.vzwshop.com](http://espanol.vzwshop.com))*

This Customer Agreement covers important topics such as its duration, fees for canceling before the contract ends, fees for making late payments, our rights to change its conditions and your wireless service, limitations of liability, privacy, and settlement of disputes by arbitration instead of in court. If you accept this agreement, it will apply to all your wireless service from us, including all your existing Plans and other lines in service.

## Your Plan

**YOUR PLAN BECOMES PART OF THIS AGREEMENT.** Your Plan includes your monthly service allowances and features, the coverage areas in which those allowances and features may be used, and the recurring access and pay-per-use charges associated with those allowances and features. The materials made available to you at the time you accepted this agreement contain more information about these topics. You can change your Plan up to two times per billing cycle by telling us either orally or in writing. To the extent any condition in your Plan expressly conflicts with this agreement, the condition in your Plan will govern. If at any time you change your service (by accepting a promotion, for example), you'll be subject to any requirements, such as a new minimum term, we set for that change.

## Your Rights to Refuse or Cancel This Agreement

**THIS AGREEMENT STARTS WHEN YOU ACCEPT.** Paragraphs marked "∞" continue after it ends. You accept when you do any of the following things after an opportunity to review this agreement:

- Give us a written or electronic signature;
- Tell us orally or electronically that you accept;
- Activate your service through your wireless device;
- Open a package that says you are accepting by opening it; or
- Use your service after making any change or addition when we've told you that the change or addition requires acceptance.

**IF YOU DON'T WANT TO ACCEPT, DON'T DO ANY OF THESE THINGS.** You can cancel (if you're a new customer and not assuming another customer's service) **WITHIN 30 DAYS** of accepting. You'll still be responsible through that date for the new service and any charges associated with it.

## Your Rights to Change or End Your Service; Termination Fees; Phone Number Portability

∞ Except as explicitly permitted by this agreement, you're agreeing to maintain service with us either on a month-to-month basis or for a minimum term, as detailed at the time you accept this agreement. (Periods of suspension of service don't count toward fulfillment of your minimum term.) If you have a minimum term, once you have fulfilled it you'll become a month-to-month customer under this agreement. **AN EARLY TERMINATION FEE WILL APPLY IF YOU CHOOSE TO END YOUR SERVICE BEFORE BECOMING A MONTH-TO-MONTH CUSTOMER, OR IF WE TERMINATE IT EARLY FOR GOOD CAUSE. THE EARLY TERMINATION FEE IS \$175, WHICH WILL BE REDUCED BY \$5 FOR EACH FULL MONTH TOWARD YOUR MINIMUM TERM THAT YOU COMPLETE.** (The Early Termination Fee applies only to the extent permitted by law. If you buy your wireless device from an authorized agent or third-party vendor, you should check to see if they charge a separate termination fee.) If you terminate your service as of the end of your minimum term, you won't be responsible for any remaining part of your monthly billing cycle. **Otherwise, termination by you during a monthly billing cycle becomes effective on the last day of that billing cycle.** You'll remain responsible for all fees and charges incurred until then and won't be entitled to any partial-month credits or refunds.

You may be able to take, or "port," your current wireless phone number to another service provider. If you request your new service provider to port a number from us, and we receive your request from that new service provider, we'll treat it as notice from you to terminate our service for that number upon successful completion of porting. After the porting is completed, you won't be able to use our service for that number. You'll remain responsible for any Early Termination Fee that may apply, and for all fees and charges through the end of that billing cycle, just like any other termination. If you're porting a phone number to us from another company, we may not be able to provide you some services, such as 911 location services, immediately.

## Your Rights to Appoint an Account Manager

You may at any time appoint someone else to manage your account, which will include the authority to make changes that will extend your minimum term. Those changes will be treated as modifications to this agreement, and you are responsible for any such changes made by a person whom you appoint. If you choose to appoint someone, you can do so either orally or in writing, and either for a single transaction, or indefinitely until you revoke the appointment.

## Our Rights to Make Changes

Your service is subject to our business policies, practices and procedures, which we can change without notice. **UNLESS OTHERWISE PROHIBITED BY LAW, WE CAN ALSO CHANGE PRICES AND ANY OTHER CONDITIONS IN THIS AGREEMENT AT ANY TIME BY SENDING YOU WRITTEN NOTICE PRIOR TO THE BILLING PERIOD IN WHICH THE CHANGES WOULD GO INTO EFFECT. IF YOU CHOOSE TO USE YOUR SERVICE AFTER THAT POINT, YOU'RE ACCEPTING THE CHANGES. IF THE CHANGES HAVE A MATERIAL ADVERSE EFFECT ON YOU, HOWEVER, YOU CAN END THE AFFECTED SERVICE, WITHOUT ANY EARLY TERMINATION FEE, JUST BY CALLING US WITHIN 60 DAYS AFTER WE SEND NOTICE OF THE CHANGE.**

## Your Wireless Device

Your wireless device is any device you use to receive our wireless voice or data service. It must comply with Federal Communications Commission regulations and be compatible with our network and your Plan. Whether you buy your wireless device from us or someone else is entirely your choice. At times we may change your wireless device's software, applications or programming remotely and without notice. This could affect data you've stored on, the way you've programmed or the way you use your wireless device. If you purchased a wireless device (other than a "global device") from Verizon Wireless and want to reprogram your device for use with another wireless carrier network, the default service programming code is set to "000000" or "123456." Verizon Wireless in no way guarantees that your Verizon Wireless device will be capable of being reprogrammed for use with another wireless carrier network after the service programming code is entered, or that another wireless carrier will accept your device for use on its network.

## Your Wireless Phone Number and Caller ID

You don't have any rights in any personal identification number, email address or identifier we assign you (we'll tell you if we decide to change or reassign them). The same is true of your wireless phone number, except for any right you may have to port it. Your wireless phone number and name may show up when you call someone. You can block this "Caller ID" for most calls by dialing \*67 before each call, or by ordering per-line call blocking (dialing \*82 to unblock) where it's available. You can't block Caller ID to some numbers, such as toll-free numbers.

## How Service Works

Wireless devices use radio transmissions, so we can't provide service when your device isn't in range of a transmission site used to provide service. Even within a coverage area, there are many factors, including network capacity, your device, terrain, proximity to buildings, foliage and weather, that may impact availability and quality of service.



Charges and Fees We Set

∞ You agree to pay all access, usage and other charges and fees we bill you or that the user of your wireless device accepted, even if you weren't the user of your wireless device. These include Federal Universal Service, Regulatory and Administrative Charges, and may also include other charges related to our governmental costs. We set these charges. They aren't taxes, aren't required by law, are kept by us in whole or in part, and the amounts and what's included are subject to change. You may have to pay fees to begin service or reconnect suspended service. Usage charges may vary depending on where, when and how you call. You have a Home Rate and Coverage Area and a Local Calling Area (which may be different). When you call from inside a Local Calling Area to somewhere outside of it, or call from anywhere outside a Local Calling Area, there may be toll, regional calling or long-distance charges in addition to airtime (we provide or select the long-distance service for calls on our network). When you make a call inside your Local Calling Area that uses a local phone company's lines (for example, a call to a typical home phone number), we may charge landline or connection fees. We charge airtime for most calls, including toll-free and operator-assisted calls. Additional features and services such as operator or directory assistance, call dialing, calling card use, Call Forwarding, data calls, automatic call delivery, Voice Mail, Text Messaging and wireless Internet access, may have additional charges. Features such as Call Waiting, Call Forwarding or 3-Way Calling involve multiple calls and multiple charges.

Taxes, Fees and Surcharges We Don't Set

∞ You agree to pay all taxes, fees and surcharges set by the government. We may not always give advance notice of changes to these items. If you're tax-exempt you must give us your exemption certificates and pay for any filings we make.

Roaming and Roaming Charges

You're "roaming" whenever you make or receive a call using a transmission site outside your Home Rate and Coverage Area, or using another company's transmission site. Your wireless device may sometimes connect to and roam on another company's network even when you're within your Home Rate and Coverage Area or Local Calling Area. There may be extra charges (including charges for long distance, tolls or calls that don't connect) and higher rates for roaming calls, depending on your Plan.

Your Bill

∞ Your bill is our notice to you of your fees, charges and other important information. You should read everything in your bill. We bill usage charges after calls are made or received. We bill access fees and some other charges in advance. You can view your detailed bill online. We'll also send you a streamlined bill without call detail (or a detailed bill if you request one, subject to any applicable fee). We may charge a fee for bill reprints. If you choose Internet billing (where available), you waive any right to paper bills or notices.

How We Calculate Your Bill

Your bill reflects the fees and charges in effect under your Plan at the time they're incurred. You can dispute your bill, but only within 180 days of receiving it. Unless otherwise provided by state law, you must still pay any disputed charges until the dispute is resolved. Charges may vary depending on where your wireless device is when a call starts. If a charge depends on an amount of time used, we'll round up any fraction of a minute to the next full minute. Time starts when you first press **SEND** or the call connects to a network on outgoing calls, and when the call connects to a network (which may be before it rings) on incoming calls. Time may end several seconds after you press **END** or the call otherwise disconnects. For calls made on our network, we only bill for calls that are answered (which includes calls answered by machines). Charges for most usage during a billing cycle are included in your bill for that cycle. Billing for usage may, however, sometimes be

delayed. Delayed usage will be applied against the included allowance for the month when you actually used the service, even though such charges may show up on a later bill. This may result in charges higher than you'd expect in the later month.

Your Rights for Dropped Calls or Interrupted Service

If you get disconnected by our network from a voice call in your Home Rate and Coverage Area, redial. If the same number answers within 5 minutes, call us within 90 days and we'll give you a 1-minute airtime credit. If service is interrupted in your Home Rate and Coverage Area for more than 24 hours in a row due to our fault, call us within 180 days and we'll give you a credit for the period of interruption. These are your only rights for dropped calls or interrupted service.

Payments, Deposits, Credit Cards and Checks

∞ Payment is due in full as stated on your bill. IF WE DON'T RECEIVE PAYMENT IN FULL WHEN DUE, WE MAY, TO THE EXTENT PERMITTED BY THE LAW OF THE STATE OF THE BILLING ADDRESS WE HAVE ON FILE FOR YOU AT THE TIME, CHARGE YOU A LATE FEE OF UP TO 1.5 PERCENT A MONTH (18 PERCENT ANNUALLY) OR A FLAT \$5 A MONTH, WHICHEVER IS GREATER, ON UNPAID BALANCES. (IF YOU CHOOSE ANOTHER COMPANY TO BILL YOU FOR OUR SERVICE [SUCH AS ANOTHER VERIZON COMPANY], LATE FEES WILL BE SET BY THAT PARTY OR BY ITS TARIFFS, WHICH MAY BE HIGHER THAN OUR LATE FEE RATE.) WE MAY ALSO CHARGE YOU FOR ANY COLLECTION AGENCY FEES THAT WE ARE CHARGED BY A COLLECTION AGENCY WE USE TO COLLECT FROM YOU IF IT IS PERMITTED BY THE LAW OF THE STATE WHERE YOU HAVE YOUR BILLING ADDRESS WHEN WE FIRST SEND YOUR ACCOUNT TO A COLLECTION AGENCY. We may require a deposit at the time of activation or thereafter (or an increased deposit) from you. We'll pay simple interest on any deposit at the rate the law requires. Please retain your evidence of deposit. You agree that we can apply deposits, payments or pre-payments in any order to any amounts you owe us on any account. You can't use a deposit to pay any bill unless we agree. We refund final credit balances of less than \$1 only upon request. We won't honor limiting notations you make on or with your checks. We may charge you up to \$25 for any returned check, depending on applicable law.

If Your Wireless Device is Lost or Stolen

If your wireless device is lost or stolen, it is very important that you notify us immediately so that we can suspend your service to prevent further usage. If your bill shows charges to your device after the loss but before you reported it, and you want a credit for those charges, we will review your account activity and any other information you wish us to consider. We may determine that the charge is valid if you don't promptly report the loss or theft without good reason for the delay. You do not have to pay the charges you dispute while they are being investigated to determine whether the charges resulted from usage by someone not authorized to use the device. Further, if we haven't given you a courtesy suspension of recurring monthly fees within the prior year, we'll give you one for 30 days or until you replace or recover your wireless device, whichever comes first.

Our Rights to Limit or End Service or This Agreement

You agree not to resell our service to someone else without our prior written permission. You also agree your wireless device won't be used for any other purpose that isn't allowed by this agreement or that's illegal. You agree that you won't install, deploy or use any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit or regenerate a transmitted RF signal, unless we expressly approve such equipment or mechanism and the method of its installation. WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND OR END YOUR SERVICE OR ANY AGREEMENT WITH YOU FOR THIS OR ANY OTHER GOOD CAUSE, including, but not limited to: (i) if you: (a) breach this agreement; (b) pay late more than once in any 12 months; (c) incur charges larger than a required deposit, billing limit or materially in excess of your monthly access charges (even if we haven't yet billed

the charges); (d) provide credit information we can't verify; (e) become insolvent or go bankrupt; (f) lie to us; (g) allow anyone to tamper with your device; or (ii) if you, any user of your device or any authorized contact on your account: (a) threatens or commits violence against our representatives; (b) uses vulgar and/or inappropriate language toward our representatives; (c) steals from us; (d) harasses our representatives; (e) interferes with our operations; (f) "spams," or engages in other abusive messaging or calling; (g) modifies your device from its manufacturer's specifications; or (h) uses the service in a way that adversely affects our network or other customers. We can also temporarily limit your service for any operational or governmental reason. If you file for bankruptcy, our rights to limit, suspend or end your service or any agreement with you will be governed by bankruptcy law.

Directory Information

∞ We don't publish directories of our customers' phone numbers or provide them to third parties for listing in directories, unless you request that we do so.

Your Privacy – IMPORTANT INFORMATION – PLEASE READ CAREFULLY BEFORE MAKING YOUR PURCHASE DECISION

∞ In the course of providing services to you, we may collect certain information that is made available to us solely by virtue of our relationship with you, such as information about the quantity, technical configuration, type, destination and amount of your use of the telecommunications services you purchase. This information and related billing information is known as Customer Proprietary Network Information, or CPNI. (CPNI does not include your name, address and wireless phone number.) Except as provided in this agreement, we won't intentionally share your CPNI or other personal information without your permission. **WE MAY USE AND SHARE INFORMATION ABOUT YOU AND HOW YOU USE ANY OF OUR SERVICES: (A) SO WE CAN PROVIDE OUR GOODS OR SERVICES TO YOU; (B) SO OTHERS CAN PROVIDE GOODS OR SERVICES TO US OR TO YOU ON OUR BEHALF; (C) SO WE OR OUR AFFILIATES IN THE VERIZON FAMILY OF COMPANIES CAN COMMUNICATE WITH YOU ABOUT GOODS OR SERVICES THAT ANY OF US OFFER; (D) TO PROTECT OURSELVES; OR (E) AS REQUIRED BY LAW, LEGAL PROCESS OR EXIGENT CIRCUMSTANCES.**

**IN ADDITION, WE MAY SHARE NON-PERSONALLY IDENTIFIABLE INFORMATION ABOUT YOU AND YOUR USE OF SERVICES YOU PURCHASE FROM US WITH OTHER VERIZON COMPANIES, VENDORS AND THIRD PARTIES SO THAT WE MAY PROVIDE OUR OWN OR RELEVANT THIRD-PARTY ADVERTISING TO YOU. IF YOU DO NOT WANT US TO COLLECT OR USE SUCH NON-PERSONALLY IDENTIFIABLE INFORMATION FOR THIS PURPOSE, YOU SHOULD NOT USE OUR SERVICES; BY USING THE SERVICES, YOU EXPRESSLY AUTHORIZE US TO USE YOUR INFORMATION FOR THIS PURPOSE.**

Further, you authorize us to investigate your credit history at any time and to share credit information about you with credit reporting agencies and other Verizon companies. If you ask, we'll tell you the name and address of any credit agency that gives us a credit report about you. It's illegal for unauthorized people to intercept your calls, but such interceptions can occur. For training or quality assurance, we may also monitor or record our calls with you.

Special Discounts

You may be eligible for a discount on your monthly access fee based on your affiliation with an organization that has an agreement with us, or if you qualify under a government employee discount program. To validate that you meet the eligibility requirements for such a discount, we may require you to provide proof of your affiliation with your organization upon activation of service or when you make changes to your account or (other than for a government employee discount program) we may share certain information relating to your service (including your name, your wireless telephone number and total

monthly charge) with your organization to verify your affiliation. We may adjust your discount in accordance with your organization's agreement with us and remove your discount after your minimum term expires or if you end or change your affiliation with the organization. You agree that any change or removal of your discount, based on your affiliation with the organization or your organization's agreement with us, shall not be considered to have a material adverse effect on you.

Disclaimer of Warranties

∞ WE ARE NOT THE MANUFACTURER OF YOUR WIRELESS DEVICE. WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICE, YOUR WIRELESS DEVICE, OR ANY APPLICATIONS YOU ACCESS THROUGH YOUR DEVICE. WE CAN'T PROMISE UNINTERRUPTED OR ERROR-FREE SERVICE AND DON'T AUTHORIZE ANYONE TO MAKE ANY WARRANTIES ON OUR BEHALF. THIS DOESN'T DEPRIVE YOU OF ANY WARRANTY RIGHTS YOU MAY HAVE AGAINST ANYONE ELSE.

IF YOU ACTIVATED YOUR WIRELESS DEVICE ON ONE OF OUR PLANS THROUGH OUR OPEN DEVELOPMENT PROGRAM, VERIZON WIRELESS HAS NOT MADE ANY DETERMINATION AS TO THE CALL QUALITY OR OTHER FUNCTIONALITY PROVIDED BY YOUR DEVICE. VERIZON WIRELESS DOES NOT IN ANY WAY WARRANT THAT YOUR DEVICE (A) WILL OPERATE WITHOUT ERROR ON OUR NETWORK (INCLUDING THE NETWORK OF ANY OTHER CARRIER ACCESSED WHILE ROAMING OR OTHERWISE); (B) WILL OPERATE WITHOUT THE NEED FOR PERIODIC UPGRADES OR MODIFICATIONS; (C) WILL OPERATE INDEFINITELY ON OUR NETWORK; OR (D) WILL NOT BE ADVERSELY AFFECTED BY NETWORK-RELATED MODIFICATIONS, UPGRADES OR SIMILAR ACTIVITY.

Waivers and Limitations of Liability

∞ UNLESS THE LAW FORBIDS IT IN ANY PARTICULAR CASE, WE EACH AGREE TO LIMIT CLAIMS FOR DAMAGES OR OTHER MONETARY RELIEF AGAINST EACH OTHER TO DIRECT DAMAGES. THIS LIMITATION AND WAIVER WILL APPLY REGARDLESS OF THE THEORY OF LIABILITY, WHETHER FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY, PRODUCTS LIABILITY OR ANY OTHER THEORY. THIS MEANS THAT NEITHER OF US WILL SEEK ANY INDIRECT, SPECIAL, CONSEQUENTIAL, TREBLE OR PUNITIVE DAMAGES FROM THE OTHER. THIS LIMITATION AND WAIVER ALSO APPLIES TO ANY CLAIMS YOU MAY BRING AGAINST ONE OF OUR SUPPLIERS, TO THE EXTENT THAT WE WOULD BE REQUIRED TO INDEMNIFY THE SUPPLIER FOR SUCH CLAIM. You agree we aren't liable for problems caused by you or a third party; by buildings, hills, network congestion, tunnels, weather or other things we don't control; or by any act of God. You also agree we aren't liable for missed Voice Mails, or deletions of Voice Mails from your Voice Mailbox (if you have one), even if you've saved them, or for other information that may be lost or deleted if we service your device. If another wireless carrier is involved in any problem (for example, while you roam), you also agree to any limitations of liability in its favor that it imposes.

Dispute Resolution and Mandatory Arbitration

∞ WE EACH AGREE TO SETTLE DISPUTES ONLY BY ARBITRATION OR IN SMALL CLAIMS COURT AS PROVIDED BELOW. THERE'S NO JUDGE OR JURY IN ARBITRATION, BUT AN ARBITRATOR CAN AWARD THE SAME DAMAGES AND RELIEF, AND MUST HONOR THE SAME LIMITATIONS IN THIS AGREEMENT, AS A COURT WOULD. IF AN APPLICABLE STATUTE PROVIDES FOR AN AWARD OF ATTORNEY'S FEES, AN ARBITRATOR CAN AWARD THEM TOO. WE ALSO EACH AGREE, TO THE FULLEST EXTENT PERMITTED BY LAW, THAT:

(1) THE FEDERAL ARBITRATION ACT APPLIES TO THIS AGREEMENT. EXCEPT FOR QUALIFYING SMALL CLAIMS COURT CASES, ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT, OR ANY PRIOR AGREEMENT FOR WIRELESS SERVICE WITH

US OR ANY OF OUR AFFILIATES OR PREDECESSORS IN INTEREST, OR ANY PRODUCT OR SERVICE PROVIDED UNDER OR IN CONNECTION WITH THIS AGREEMENT OR SUCH A PRIOR AGREEMENT, OR ANY ADVERTISING FOR SUCH PRODUCTS OR SERVICES, WILL BE SETTLED BY ONE OR MORE NEUTRAL ARBITRATORS BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") OR BETTER BUSINESS BUREAU ("BBB"). YOU CAN ALSO BRING ANY ISSUES YOU MAY HAVE TO THE ATTENTION OF FEDERAL, STATE OR LOCAL GOVERNMENT AGENCIES AND THEY CAN, IF THE LAW ALLOWS, SEEK RELIEF AGAINST US ON YOUR BEHALF.

(2) UNLESS YOU AND VERIZON WIRELESS AGREE OTHERWISE, THE ARBITRATION WILL TAKE PLACE IN THE COUNTY OF YOUR BILLING ADDRESS. FOR CLAIMS OVER \$10,000, THE AAA'S WIRELESS INDUSTRY ARBITRATION ("WIA") RULES WILL APPLY. IN LARGE/ COMPLEX CASES UNDER THE WIA RULES, THE ARBITRATORS MUST APPLY THE FEDERAL RULES OF EVIDENCE AND THE LOSER MAY HAVE THE AWARD REVIEWED BY A PANEL OF THREE NEW ARBITRATORS. FOR CLAIMS OF \$10,000 OR LESS, THE COMPLAINING PARTY CAN CHOOSE EITHER THE AAA'S SUPPLEMENTARY PROCEDURES FOR CONSUMER-RELATED DISPUTES, AN INDIVIDUAL ACTION IN SMALL CLAIMS COURT OR THE BBB'S RULES FOR BINDING ARBITRATION. YOU CAN OBTAIN PROCEDURES, RULES AND FEE INFORMATION FROM THE AAA (WWW.ADR.ORG), THE BBB (WWW.BBB.ORG) OR FROM US. EACH OF US MAY BE REQUIRED TO EXCHANGE RELEVANT EVIDENCE IN ADVANCE. FOR CLAIMS OF \$10,000 OR LESS, WE AGREE THAT YOU MAY CHOOSE WHETHER THE ARBITRATION WILL BE CONDUCTED SOLELY ON THE BASIS OF DOCUMENTS SUBMITTED TO THE ARBITRATOR, BY TELEPHONIC HEARING, OR BY AN IN-PERSON HEARING.

(3) **THIS AGREEMENT DOESN'T PERMIT CLASS ARBITRATIONS EVEN IF THOSE PROCEDURES OR RULES WOULD.** THE ARBITRATOR MAY AWARD MONETARY OR INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM. IN EXCHANGE FOR YOUR AGREEMENT TO ARBITRATE ON AN INDIVIDUAL BASIS, WE'RE PROVIDING YOU A FREE INTERNAL MEDIATION PROGRAM. MEDIATION IS A PROCESS FOR MUTUALLY RESOLVING DISPUTES. A MEDIATOR CAN HELP PARTIES REACH AGREEMENT, BUT DOESN'T DECIDE THEIR ISSUES. IN OUR MEDIATION PROGRAM, WE'LL ASSIGN SOMEONE (WHO MAY BE FROM OUR COMPANY) NOT DIRECTLY INVOLVED IN THE DISPUTE TO MEDIATE. THAT PERSON WILL HAVE ALL THE RIGHTS AND PROTECTIONS OF A MEDIATOR. NOTHING SAID IN THE MEDIATION CAN BE USED IN A LATER ARBITRATION OR LAWSUIT. CONTACT US AT **VERIZONWIRELESS.COM** OR THROUGH CUSTOMER SERVICE TO FIND OUT MORE. TO INITIATE MEDIATION UNDER THIS AGREEMENT, YOU MUST COMPLETE THE MEDIATION REQUEST FORM AVAILABLE AT **VERIZONWIRELESS.COM** OR FROM CUSTOMER SERVICE AND MAIL IT TO US AT THE ADDRESS PROVIDED ON THE FORM. TO INITIATE ARBITRATION UNDER THIS AGREEMENT, CONTACT THE AAA OR BBB, WHICH WILL PROVIDE THE NECESSARY FORMS FOR YOU TO SUBMIT.

(4) IF YOU REQUEST MEDIATION UNDER OUR PROGRAM, PARTICIPATE IN AT LEAST ONE TELEPHONIC MEDIATION SESSION, AND THE MEDIATION DOESN'T RESOLVE THE DISPUTE BETWEEN US, WE'LL PAY ANY FILING FEE LATER CHARGED YOU BY THE AAA OR BBB FOR ONE ARBITRATION OF THOSE DISPUTES. IF THAT ARBITRATION PROCEEDS, WE'LL ALSO PAY ANY FURTHER ADMINISTRATIVE AND ARBITRATOR FEES LATER CHARGED FOR IT AND (IF THE ARBITRATION AWARD IS APPEALABLE UNDER THIS AGREEMENT) ANY APPEAL TO A NEW THREE ARBITRATOR PANEL. IF, HOWEVER, THE ARBITRATOR FINDS THAT YOUR CLAIM WAS FRIVOLOUS OR BROUGHT FOR IMPROPER PURPOSES (AS MEASURED BY THE STANDARDS SET FORTH IN RULE 11 OF THE FEDERAL RULES OF CIVIL PROCEDURE) THEN THE PAYMENT OF ALL FEES AND EXPENSES SHALL BE GOVERNED BY AAA OR BBB RULES, AND WE MAY SEEK TO RECOVER FROM YOU ANY FEES AND EXPENSES THAT WE HAVE PAID AND FOR WHICH YOU WOULD HAVE OTHERWISE BEEN RESPONSIBLE FOR UNDER THOSE RULES.

(5) WE MAY MAKE YOU A WRITTEN OFFER OF SETTLEMENT ANYTIME BEFORE ARBITRATION BEGINS. IF YOU DO NOT ACCEPT THE OFFER, OR IF WE DO NOT MAKE YOU AN OFFER, AND THE ARBITRATOR ISSUES AN AWARD IN YOUR FAVOR FOR AN AMOUNT THAT IS GREATER THAN THE AMOUNT OF OUR OFFER BUT LESS THAN \$5000, THEN WE AGREE TO PAY YOU \$5000 INSTEAD OF THE AMOUNT OF THE ARBITRATOR'S AWARD. IN ADDITION, IN SUCH CASE WE AGREE TO PAY YOUR ATTORNEYS' FEES AND EXPENSES (IF ANY) REGARDLESS OF WHETHER YOU WOULD BE ENTITLED TO PAYMENT OF ATTORNEYS' FEES UNDER THE AWARD OF THE LAW PURSUANT TO WHICH YOU HAVE BROUGHT THE CASE. IF THE ARBITRATOR'S AWARD IS GREATER THAN \$5000, THEN WE WILL PAY YOU THE ARBITRATOR'S AWARD.

(6) AN ARBITRATION AWARD AND ANY JUDGMENT CONFIRMING IT ONLY APPLIES TO THE ARBITRATION IN WHICH IT WAS AWARDED AND CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

(7) **IF FOR SOME REASON THE PROHIBITION ON CLASS ARBITRATIONS SET FORTH IN SUBSECTION (3) ABOVE IS DEEMED UNENFORCEABLE, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY. FURTHER, IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, WE EACH WAIVE ANY TRIAL BY JURY.**

**About You**

∞ You represent that you're at least 18 years old and have the legal capacity to accept this agreement. If you're ordering for an organization, you're representing that you're authorized to bind it, and where the context requires, "you" means the organization.

**About This Agreement**

∞ A waiver of any part of this agreement in one instance isn't a waiver of any part or any other instance. You can't assign this agreement or any of your rights or duties under it. We may assign all or part of this agreement or your debts to us without notice, and you agree to make all subsequent payments as instructed. NOTICES ARE CONSIDERED DELIVERED WHEN WE SEND THEM TO YOUR WIRELESS DEVICE, BY EMAIL OR FAX TO ANY EMAIL OR FAX NUMBER YOU'VE PROVIDED TO US, OR 3 DAYS AFTER MAILING TO THE MOST CURRENT BILLING ADDRESS WE HAVE ON FILE FOR YOU, IF BY US, OR TO THE CUSTOMER SERVICE ADDRESS ON YOUR MOST RECENT BILL, IF BY YOU. If any part of this agreement, including any part of its arbitration provisions, is held invalid, that part may be severed from this agreement. This agreement and the documents to which it refers form the entire agreement between us on their subjects. You can't rely on any other documents or statements on those subjects by any sales or service representatives, and you have no other rights with respect to service or this agreement, except as specifically provided by law. This agreement isn't for the benefit of any third party except our parents, affiliates, subsidiaries, agents, and predecessors and successors in interest. Except to the extent we've agreed otherwise in the provisions on late fees, collection costs and arbitration, or as required by Federal law, this agreement and disputes covered by it are governed by the laws of the state encompassing the area code assigned to your wireless phone number when you accepted this agreement, without regard to the conflicts of laws rules of that state.

# Important Information

## Account Manager

### Sharing Your Account Access

Adding an Account Manager gives another person authority to manage your account on a day-to-day basis. This includes the authority to change the address on your account, request plan changes, add features and more, as well as have access to all of your account information, including payment history. Account Managers must be 18 years old and can enter into contracts and perform all transactions regarding all lines on your account **except** for the following:

- Change account password
- Add/change Account Manager
- Perform Assumption of Liability (AOL)

## Wireless Safety & Assistance

### Important Information on Radio Frequency Emissions and Responsible Driving

You can find important and useful information on Radio Frequency Emissions and Responsible Driving in your Quick Reference Guide and on our website. Visit **verizonwireless.com** and click on the links at the bottom of the home page.

### Location Information

**Your wireless device can determine its (and your) physical, geographical location ("Location Information"). Certain software applications are capable of accessing, collecting and using Location Information and disclosing the information to the application provider and other people. You should use caution when determining whether or not Location Information should be made available to them. You should carefully review the privacy policies of application providers and third parties who you allow access to Location Information, and you should know that significant risks can be associated with disclosing Location Information to others. To limit potential unauthorized access to your Location Information, Verizon Wireless phones are preset to "E911 ONLY" which will only allow emergency response personnel to locate you if you dial 9-1-1 from your phone. Other wireless devices (such as Broadband Data Cards) only have "LOCATION ON" and "LOCATION OFF" settings. By changing the setting to "LOCATION ON" you are enabling third-party access to Location Information through software, widgets or peripheral components you choose to download, add or attach to your wireless device. Verizon Wireless encourages you to check your wireless device periodically and only use software, widgets and peripheral components that are obtained from reliable sources. When you use your mobile browser or other services and applications, you authorize Verizon Wireless to collect, use and disclose your Location Information as appropriate to provide you with any location services that you enabled. Verizon Wireless does not retain Location Information longer than necessary to provide the services to you. We will not knowingly disclose your Location Information to third parties without your consent, except as required by law.**

### Toll-Free Calls and Emergency Services

Calls to 800, 855, 866, 877 and 888 numbers are toll-free; however, you will be billed for airtime. The exceptions are calls to Verizon Wireless Customer Service and Technical Support (press **\* 6 1 1 SEND** from your wireless phone) and emergency calls (911), which are toll- and airtime-free. 911 Emergency Assistance: **9 1 1 SEND** (toll- and airtime-free from your wireless phone).

### Fraud Prevention

Verizon Wireless wants to protect your privacy and works hard to prevent unauthorized phone usage or fraud. Wireless phone numbers and calls are capable of being intercepted by someone with specialized equipment. We use anti-fraud technology to make fraudulent calling very difficult, particularly on digital calls. When roaming in some areas outside our network, you may still need to enter a PIN code before you can place calls. If you did not receive a PIN code when you enrolled for service, and you need one, please call Customer Service.

Here are some other steps you can take to protect yourself:

- Report a lost or stolen phone to the police and Verizon Wireless immediately.
- Never leave your phone unattended, especially in your office or car.
- When not in use, lock phone using your lock code.
- Review your bill and report any suspicious calling activity. If we conclude that the calls are fraudulent, you will not be held responsible for the charges.
- Record your phone's electronic serial number in this Welcome Guide and keep it in a safe place.
- Have your phone serviced only at a Verizon Wireless Communications Store or an authorized agent or retailer, manufacturer's service center or other repair center authorized by the manufacturer.

### FCC Rules and Regulations

The Federal Communications Commission (FCC) requires that wireless phones be operated in accordance with FCC rules and regulations and under supervision of the licensee.

Severe punishment can result from failure to comply with the following regulations:

- No person shall knowingly utter or transmit any false or fraudulent signal or distress communication.
- No person shall willfully or maliciously interfere with, or cause interference to, any radio communication or signal.
- It is unlawful to "listen in" on conversations intended for others or to divulge any information thereby obtained.
- No person shall utter any obscene, indecent or profane language by means of radio communication.

### National Do Not Call Registry Program as It Relates to Your Wireless Phone

- FCC regulations prohibit telemarketers from using automated dialers to call wireless phone numbers.
- The federal government does not maintain a national wireless phone registry.
- Personal wireless phone users can add their wireless numbers to the National Do Not Call Registry by either of the following methods:
  1. By telephone: **1.888.382.1222** from the telephone number you wish to register.
  2. Online at: **www.donotcall.gov**

Registrations become effective within 31 days of signing up and are active for five years. There is no cutoff date or deadline for registrations.

**For additional details, please visit [www.fcc.gov](http://www.fcc.gov)**

### Assistive Communication Devices

TTY (Text Telephony) or TDD (Telecommunications Device for the Deaf) allows individuals who are deaf, hard of hearing or have speech or language disabilities to communicate by telephone. When a user types his or her conversation on a TTY keyboard, it is transmitted as tones through the telephone. The tones are received by the other person's TTY, translated into text and displayed on a screen. In order to use the TTY network, your phone must be TTY-compatible and must be in the TTY mode in order to place or receive calls. Please note that most digital wireless phones are TTY-compatible devices.

### Content Filters

Verizon Wireless offers you the ability to filter unwanted content using Content Filters. Content Filters gives Account Owners the ability to place restrictions on what type of content can be accessed on their own or their children's wireless device. This service is provided to Account Owners at no additional charge and allows Account Owners to establish filter settings for each line on their account. There are currently three filter settings available (Child - 7+, Teen - 13+ and Young Adult - 17+). The default setting is **Filter Off**. Currently, Content Filters can filter video clips available through VCAST Video On Demand, websites accessible through most wireless devices, short code-based messaging campaigns and "Explicit" labeled music on V CAST Music with Rhapsody". Content from other sources, including *Get It Now/Media Center*, is not filtered at this time. Other limitations apply. Visit **verizonwireless.com/usagecontrols** or call 1.800.922.0204 for additional information.



Security Deposit

You may have been asked to leave a security deposit at the time you activated your wireless service. You are eligible to receive your security deposit back at the end of one year of uninterrupted service, or upon termination of your service. Your deposit will automatically be refunded after one year, including interest, provided that you have kept your account in "good standing" (this means that you paid your bill continuously for one year in a timely manner). This refund may take up to three billing cycles to be processed. Should you be disconnected at any time during the first year for lack of payment, you forfeit any interest accrued during that time frame. If you terminate your service, but have not paid your final bill, the deposit will be applied to your account, and you will receive any remaining funds. If your service is terminated after the initial 30-day Worry Free Guarantee period but before the end of your minimum term, your deposit will be applied against the \$175 Early Termination Fee in addition to any outstanding balance before a check is processed.

**Connecticut Customers Only**

If you have any questions about your bill or concerns about your service, please call Customer Service at **1.800.922.0204** or dial **\*611** from your wireless phone.

If we cannot resolve your issue, you have the option of contacting the Department of Public Utility Control (DPUC):

Online:	<b>www.state.ct.us/dpuc</b>
Phone:	<b>1.866.381.2355</b>
Mail:	Connecticut DPUC 10 Franklin Square New Britain, CT 06051

Satisfaction Guarantee

You may terminate service for any reason within 30 days of activation. If you purchase equipment from Verizon Wireless at a promotional price at the time of activation, you must return that equipment to avoid being assessed a \$175 Early Termination Fee. You will remain responsible for your Activation Fee unless you terminate service within three days of activation. You will also be responsible for all applicable usage fees, prorated access charges, taxes, surcharges or other charges that accrued to your account through the termination date. Items must be returned/exchanged in the original packing with all of the original components in like-new condition and be accompanied by an original purchase receipt within 30 days. A \$35 restocking fee will apply if you exchange your device for a different model or color, or if you return your device and within three days purchase another one (excluding Hawaii). For the Verizon Wireless Digital Voice product, exchange will be permitted for defective equipment only. If you paid a security deposit, it may take between 30 and 60 days to process the return of your security deposit. The charges for any service used on the account before the service termination date may be applied against your security deposit.

Return & Exchange Policy (for purchases from Verizon Wireless)

Phone/Accessory Return Policy

We will gladly accept returns or make exchanges on all merchandise purchased from Verizon Wireless within 30 days of purchase.

Return and Service Termination

You may return any or all of your merchandise for any reason within 30 days of purchase.

The original customer receipt must accompany all returns.

If you cancel your service after the 30-day period, but prior to the expiration of your minimum term, you will be responsible for the Activation Fee, all applicable usage fees, access charges, taxes, surcharges or other charges that accrued to your account through the termination date, including an Early Termination Fee of up to \$175.

If you return your merchandise, even by mistake, more than 30 days after your purchase, you will not receive a refund and the merchandise you returned will not be returned to you.

At our discretion, we may decline your return or charge you a fee for a missing item, or for items that we determine are damaged or require service. If your return and we accept your merchandise within the 30-day return

period, we will refund your merchandise's purchase price. If you return a phone without a UPC on the box, the amount of the refund will be reduced by the amount of any mail-in rebate that was available for the phone at the time of purchase. Purchases made by cash or check, credit card or gift card will be refunded by check, credit card or gift card, respectively.

If you received your merchandise through a "Buy One, Get One Free" or similar offer, both items must be returned in order to receive a refund. If you received a discount based on the purchase of an item, the return of that item will result in the forfeit of the discount, which may be deducted from any refund amount. For exchanges for the same merchandise make and model, only the item to be exchanged needs to be included. If Verizon Wireless must remove installed equipment from a vehicle or fixed location in order to return or exchange it, you will be charged a service fee.

Opened software purchased separately may be exchanged only for the exact same item at a Verizon Wireless Communications Store and may not be returned for refund.

Before returning or exchanging any product that has data in its memory, please transfer all files you wish to retain to another file source. Once the product is returned, your files cannot be recovered.

This return policy does not apply to customers who have purchased a Prepaid Plan.

Because the FCC requires that carriers convert nearly all of their devices to GPS capability, Verizon Wireless will no longer allow non-GPS phones to be activated on our network. If you upgrade from a non-GPS-capable to a GPS-capable phone and then return it within the 30-day period, Verizon Wireless will not allow the older non-GPS-capable phone back on our network. We will, however, allow you to exchange your new phone for another GPS-capable device that will meet your needs.

If you purchased your merchandise from the Verizon Wireless Online Store or by phone, please follow the instructions below to process your return:

- Returning your merchandise does not automatically terminate your service. In order to cancel your service, you MUST contact Customer Service at the phone number on your receipt.
- Pack the merchandise (including phone, charger, battery, instructions, etc.) in its ORIGINAL box and shipping carton.
- All merchandise must be in like-new condition. The original customer receipt must accompany all returns. Refunds will only be issued to the purchaser whose name appears on the receipt. Please retain a copy of the receipt for your records.
- Complete the prepaid, preaddressed return-shipping label enclosed with your purchase and affix it to the outside of the shipping carton. Please retain a copy of the shipping label for your records as proof of shipment. Verizon Wireless cannot process any claims, or provide refunds, for lost or missing returns without tracking information. The shipping label should be addressed to:

Verizon Wireless  
c/o New Breed  
4320 N. Sylvania Avenue  
Fort Worth, TX 76137

- Call 1.800.GO.FEDEX (1.800.463.3339) to schedule a pickup or locate the nearest drop-off location. Please do not send your merchandise through the post office, as Verizon Wireless will not pay postage.
- To track your return shipment via FEDEX call 1.800.GO.FEDEX or 1.800.238.5355. You can also track your return shipment online at www.fedex.com. If your return shipment is via another courier, please see courier's return label for specific tracking procedures.

If you purchased your merchandise from a Verizon Wireless Communications Store, please follow the instructions below to process your return:

- Customers who purchased their merchandise at a Verizon Wireless Communications Store should return/exchange their merchandise at a Verizon Wireless Communications Store only.
- Pack the merchandise (including phone, charger, battery, instructions, etc.) in its ORIGINAL box.
- All merchandise must be in like-new condition. The original customer receipt must accompany all returns. Please retain a copy of the receipt for your records.
- Return the merchandise to any Verizon Wireless Communications Store.
- Returning your merchandise does not automatically terminate your service. Cancellation of service can only be done at the request of the customer.

If you purchased your equipment from another retailer, the retailer's return policy applies.

Gift Card Returns

Gift Cards can be returned at a Verizon Wireless Communications Store within 30 days of the date of purchase if accompanied by the original receipt. If the Gift Card was purchased from the Verizon Wireless Online Store, please visit your nearest Verizon Wireless Communications Store to process the return. The online store is unable to process Gift Card returns.

Exchange New Merchandise

Within 30 days of purchase of new merchandise, you may exchange it one time. In order to make the exchange, return the merchandise (including phone, charger, battery, instructions, etc.) in its ORIGINAL box. All merchandise must be in like-new condition. Please have your customer receipt available as proof of purchase. A \$35 restocking fee will apply. For the Verizon Wireless Digital Voice product, exchange will be permitted for defective equipment only.

Shipping charges may apply to exchange merchandise sent to you by Verizon Wireless.

If you purchased your merchandise from the Verizon Wireless Online Store or over the phone from one of our Telemarketing or Customer Service Representatives, please contact the phone number on your customer receipt for additional details on completing your exchange.

If you purchased your merchandise from a Verizon Wireless Communications Store, please contact the store for additional information on completing your exchange.

If you purchased your merchandise from another retailer, the retailer's exchange policy applies.

Device Exchange Program

If you have any questions about activating or returning your device, just contact Verizon Wireless toll-free at 1.866.406.5154 from another phone. We'll diagnose the issue with you right over the phone. If we cannot resolve the problem while you're on the line and the problem is caused by a manufacturing defect within the first year you own the device, we'll send you a certified like-new replacement (either a like unit or one of comparable quality) right to your door at no cost to you.

If you call us after the return and exchange period, the device you receive may be reconditioned equipment. Certified like-new replacements will carry the remaining warranty period from the original device, or 90 days, whichever is greater.

If the original one-year warranty period has expired, Verizon Wireless will assess a fee if you wish to replace a defective device due to electrical malfunction or manufacturer defect. The fee for certified like-new replacements after one year from original purchase is \$50. **You have 30 days from the date of activation of a new device to enroll in Extended Warranty, which provides coverage for out-of-warranty device failures due to electrical or mechanical malfunction, or Total Equipment Coverage. There is no fee to replace a defective device if you are enrolled in Total Equipment Coverage.**

Devices subjected to neglect, misuse, liquid damage, unreasonable wear and tear and the like are not eligible for any return or exchange program. This program does not cover devices on Prepaid Accounts or lost or stolen devices.

These policies do not limit or supersede any existing manufacturer's warranties. **This program may be considered to be a "warranty" or "service contract" in certain states. In these states, please refer to the Extended Limited Warranty or Service Contract section for full details.**

When returning merchandise, don't forget to:

- ☐ Cancel your service by contacting Customer Service at the phone number on your receipt.
- ☐ Pack the merchandise in its original box and shipping carton.
- ☐ Include the original customer receipt and retain a copy for your records.
- ☐ Complete the prepaid, pre-addressed return-shipping label and affix it to the outside of the shipping carton.
- ☐ Retain a copy of the shipping label as proof of shipment.

Be sure to follow all the steps above to ensure you receive credit for your returned items.

Extended Limited Warranty or Service Contract (Important Information for Customers Who Enroll in the Extended Limited Warranty or Service Contract)

**I. Service Contract or Extended Limited Warranty:** IF YOU PURCHASED YOUR DEVICE, AS STATED ON THE RECEIPT, IN ALABAMA, CALIFORNIA, HAWAII, KENTUCKY, ILLINOIS, NEVADA, NEW YORK, OKLAHOMA, OREGON, SOUTH CAROLINA, TEXAS, VERMONT, WASHINGTON OR WYOMING, THIS DOCUMENT IS A SERVICE CONTRACT. OTHERWISE, IT IS AN EXTENDED LIMITED WARRANTY.

**II. Fee:** You will be billed a monthly charge in the amount of \$1<sup>99</sup>, in advance, to receive this Warranty or Service Contract. If you purchase this protection as a part of the Verizon Wireless Total Equipment Coverage package, you will be billed \$1<sup>99</sup> (Advanced Devices) or \$1<sup>50</sup> (Phones). The fee is based on your equipment protection program and/or price plan. If, during the term of this agreement, you change your price plan or protection program, the fee may be increased.

III. What This Agreement Covers:

A. COVERAGE IF IT IS AN EXTENDED LIMITED WARRANTY:

1. Verizon Wireless warrants your individually owned wireless device (hereinafter the "Product") against defects in material and workmanship under normal use and service. THIS WARRANTY COVERS THE WIRELESS DEVICE ONLY AND NOT ITS ACCESSORIES OR BATTERY, INCLUDING THOSE CONTAINED WITHIN THE ORIGINAL PACKAGE.

2. At its option, Verizon Wireless will replace the Product during the warranty period at no charge, as long as you return it in accordance with the terms of this Warranty to a Verizon Wireless Communications Store or other location specified by Verizon Wireless. The replacement device may be a new or reconditioned device of equal or comparable value to the Product. Non-original manufacturer's parts may be used in reconditioned devices. All Products returned to Verizon Wireless shall become the property of Verizon Wireless.

B. COVERAGE IF IT IS A SERVICE CONTRACT:

If there is a defect (including pre-existing) in the material and/or workmanship of your individually owned wireless device (hereinafter the "Product"), and the Product has been subject only to normal use and service, Verizon Wireless agrees to replace the Product at no charge, as long as you return it in accordance with the terms of this Service Contract to a Verizon Wireless Communications Store or another location specified by Verizon Wireless. The replacement device may be a new or reconditioned device of equal or comparable value to the Product. Non-original manufacturer's parts may be used in reconditioned devices. All Products replaced by Verizon Wireless shall become the property of Verizon Wireless. THIS SERVICE CONTRACT COVERS THE WIRELESS DEVICE ONLY AND NOT ITS ACCESSORIES OR BATTERY, INCLUDING THOSE CONTAINED WITHIN THE ORIGINAL PACKAGE.

IV. What This Warranty or Service Contract Does Not Cover:

- A. Defects or damage resulting from use of the Product in other than its normal and customary manner;
- B. Defects or damage from misuse, accident or neglect;
- C. Defects or damage from improper testing, operation, maintenance, installation, adjustment or any alteration or modification of any kind;
- D. Breakage or damage to antennas unless caused directly by defects in material or workmanship;
- E. Products disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim;
- F. Products with labels removed or illegible serial numbers;
- G. Defects or damage due to spills of or immersion in food or liquid;
- H. Scratches on all plastic surfaces and externally exposed parts resulting from normal use; and/or
- I. Damage resulting from normal wear and tear.

**V. How Long This Warranty or Service Contract Lasts:**  
Verizon Wireless will provide the warranties or benefits, described in Paragraph III, for as long as you subscribe to this program, from the date you activate service or for the duration of your continuous active service with Verizon Wireless using the Product, whichever is less. Activation will be deemed to be no later than fifteen (15) days from the date of delivery of the Product to you, the owner.

**VI. How to Get Your Replacement Device Under This Agreement:** To receive your replacement device, present your Product to any Verizon Wireless Communications Store, along with your bill of sale or comparable substitute proof of sale. If you are enrolled in either the Extended Warranty or the Total Equipment Coverage program, call **1.866.406.5154** (toll free from a landline phone) and we'll diagnose the issue with you right over the phone. You may also visit any Verizon Wireless store to diagnose and address the problem with your wireless device.

**VII. Your Obligations Under This Warranty or Service Contract:** You must use the Product in a normal way; you must protect against further damage to the Product if there is a covered defect; you must follow the Product's instruction manual.

**VIII. How and When You or We May Terminate This Warranty or Service Contract:**

- A. Subject to Paragraph VIII.B., we may terminate this Warranty or Service Contract at any time. You may terminate this Warranty or Service Contract at any time. If your wireless service with Verizon Wireless is terminated or expires for any reason, you will be deemed to have terminated this Warranty or Service Contract. If you or Verizon Wireless terminate this Warranty or Service Contract more than thirty (30) days after receiving this Warranty or Service Contract, you will receive a prorated refund of your monthly fee for this Warranty or Service Contract, as applicable.
- B. For residents of Georgia, this Service Contract can only be terminated by Verizon Wireless for fraud, material misrepresentation or your failure to pay amounts due hereunder. For residents of Nevada, Verizon Wireless may not terminate this Service Contract before the expiration of the agreed term, if the Service Contract has been in effect for seventy (70) days, except if you: (1) fail to pay an amount when due; (2) commit fraud or make a material misrepresentation in obtaining this Service Contract, or in presenting a claim; or (3) perform any act or omission or violate any condition of this Service Contract, after the effective date of this Service Contract that substantially and materially increases the service required under this Service Contract. Cancellation of this Service Contract by Verizon Wireless will be effective fifteen (15) days after you receive the notice of cancellation.
- C. If within thirty (30) days of receiving this Warranty or Service Contract you wish to cancel service and you have not made a claim under this Warranty or Service Contract, simply notify Verizon Wireless and we will refund all fees paid up to the date of termination.
- D. IF YOU CANCEL AS DESCRIBED IN THE IMMEDIATELY PRECEDING PARAGRAPH, VERIZON WIRELESS MUST PROVIDE YOU WITH A FULL REFUND NO LATER THAN THIRTY (30) DAYS AFTER YOU NOTIFY VERIZON WIRELESS THAT YOU WISH TO CANCEL THIS WARRANTY OR SERVICE CONTRACT. IF VERIZON WIRELESS DOES NOT REFUND YOUR MONEY DURING THIS TIME PERIOD, YOU ARE ENTITLED TO RECEIVE A REFUND IN THE AMOUNT OF WHAT YOU PAID, PLUS AN EXTRA TEN PERCENT (10%) FOR EACH MONTH IN WHICH YOUR MONEY IS NOT REFUNDED.

**IX. Other Conditions:**

- A. This Warranty or Service Contract is extended to the original subscriber buyer only and may not be assigned or transferred to subsequent subscriber buyers. This is Verizon Wireless' complete Warranty or Service Contract for your Product. Verizon Wireless assumes no obligation or liability for additions or modifications to this Warranty or Service Contract unless made in writing and signed by an officer of Verizon Wireless. If this document is a Warranty, Verizon Wireless does not warrant the installation, maintenance or service of the equipment, accessories, batteries or parts.
- B. Verizon Wireless cannot be responsible in any way under this Warranty or Service Contract for any ancillary equipment attached to or used in connection with the Product, or for operation of the Product with any ancillary equipment. All such equipment is expressly excluded from this Warranty or Service Contract. Furthermore, Verizon Wireless cannot be responsible for any damage to the Product resulting from the use of ancillary equipment not furnished by Verizon Wireless for use with individually owned equipment.

- C. When the Product is used in conjunction with ancillary or peripheral equipment not furnished by Verizon Wireless, Verizon Wireless does not warrant and shall not supply service in connection with the operation of the Product/peripheral combination, and Verizon Wireless will honor no warranty or service claim where the Product is used in such a combination and it is determined by Verizon Wireless that there is no fault with the Product. Verizon Wireless specifically disclaims any responsibility for any damage caused in any way by the use of product accessories and peripherals (specific examples include, but are not limited to, batteries, chargers, adapters and power supplies) when such accessories and peripherals are not furnished by Verizon Wireless.

**X. General Provisions If This Is a Warranty:**

- A. This Warranty sets forth our responsibilities regarding the Product. Replacement of the Product, as described herein, is your exclusive remedy. THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES, IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. FURTHER, NO WARRANTY IS MADE AS TO COVERAGE, AVAILABILITY OR GRADE OF SERVICE PROVIDED BY VERIZON WIRELESS.
- B. IN NO EVENT SHALL VERIZON WIRELESS BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS OR OTHER INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR PUNITIVE DAMAGES OR ATTORNEYS' FEES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PRODUCT, TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.
- C. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

**XI. General Provisions If This Is a Service Contract:**

- A. This Service Contract sets forth our responsibilities regarding the Product. Replacement of the Product, as described herein, is your exclusive remedy. THIS DOCUMENT IS NOT A WARRANTY.
- B. Obligations of Verizon Wireless under this Service Contract are backed by the full faith and credit of Verizon Wireless.

**XII. Other Rights:**

- A. This Warranty or Service Contract gives you specific legal rights. You may have additional rights that vary from state to state.
- B. Residents of Georgia and Kentucky may file a claim with Federal Insurance Co., 15 Mountain View Road, Warren, NJ 07059, directly if Verizon Wireless does not honor your claim within sixty (60) days after you filed your proof of loss. Residents of Connecticut may file a claim with Balboa Insurance Company, Suite 200, 3349 Michelson Drive, Irvine, CA 92612-8893 directly if Verizon Wireless fails to perform according to the terms hereof.
- C. Resolution of Disputes for Connecticut Residents Only: Any disputes between Verizon Wireless and residents of Connecticut arising under this Warranty shall be decided by an arbitration process. A written complaint containing a description of the dispute, the purchase price, the cost of the repair of the Product and a copy of the warranty form can be mailed to: State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn.: Consumer Affairs.
- D. Defective equipment must be returned or holder will be subject to a non-return fee equal to the cost of the nonpromotion retail price. Subject to equipment availability at time of processing. Customer agrees to "like" device if same model is no longer available.

SELLER:  
(Entity Financially and Legally Obligated to Perform Service)

Verizon Wireless Services, LLC  
One Verizon Way  
Basking Ridge, NJ 07920-1097

# Friends & Family<sup>®</sup>

## Connect more. Spend less.

Get unlimited calling to your top 10 numbers on any network and to our more than 80 million customers. And the best part is you won't use a single minute. It's the best value in wireless.



## 3 easy ways to sign up!

**Online:**  
To log in or set up an account, visit [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon). In the Overview tab, under Introducing Friends & Family, click on *Manage*. On the next screen, click on *Activate My Friends & Family*.

**From your handset:**  
Go to Mobile Web and select Verizon Services. Then click on *My Verizon* and then *Friends & Family*.

**Automated phone system:**  
Dial 1.800.922.0204 or \*611  
**SEND** Follow the prompts for Friends & Family.

### Pick 5 Friends

Nationwide Single-Line Plans with 900+ Anytime Minutes

Friend or Family name	Phone Number
1	( ) -
2	( ) -
3	( ) -
4	( ) -
5	( ) -

### Pick 10 Friends

Nationwide Family SharePlan<sup>®</sup> Lines with 1400+ Anytime Minutes

6	( ) -
7	( ) -
8	( ) -
9	( ) -
10	( ) -

Subject to Customer Agreement and Plan. Only calls from Nationwide Coverage Area to designated domestic landline or wireless numbers (excluding Directory Assistance, 900 numbers, or customer's own wireless or Voice Mail access numbers) included; all qualifying lines on an account share the same Friends & Family numbers, up to account's eligibility limits; My Verizon required to set up and manage Friends & Family numbers. Coverage varies by service and is not available everywhere.